

COURSE SYLLABUS

RNSG 2121 (1:1:0)

MANAGEMENT OF CLIENT CARE

ASSOCIATE DEGREE NURSING PROGRAM

DEPARTMENT OF NURSING

HEALTH OCCUPATIONS DIVISION

LEVELLAND CAMPUS

SOUTH PLAINS COLLEGE

SPRING 2023

COURSE SYLLABUS

COURSE TITLE: RNSG 2121 Nursing Management of Client Care

INSTRUCTORS: Kristie Buchanan, MSN, RN-BC
Denise Glab MSN, RN

OFFICE LOCATION AND PHONE/E-MAIL:

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OFFICE HOURS: Monday 0800-1300 or by appointment. Please confirm appointment via email.

SOUTH PLAINS COLLEGE IMPROVES EACH STUDENT'S LIFE

GENERAL COURSE INFORMATION

COURSE DESCRIPTION

This course includes the exploration of leadership and management principles applicable to the role of the nurse as a member of the profession, a provider of patient-centered care, a patient safety advocate, and a member of the health care team. Content also includes the application of knowledge, judgment, skills, and professional values within a legal / ethical framework. Utilization of the nursing and management processes through critical thinking and problem-solving activities will help emphasize accountability, collaboration, delegation and advocacy and will help the student in making appropriate decisions. Nursing inquiry, synthesis of ideas, and completion of projects will inspire new directions for the nursing profession.

Prerequisites: RNSG 1413, 1105, 1160, 1115, 1144, 1443, 2460, 2213, 2261, 1443, & 2461. BIOL 2401, 2402, 2420. PSYC 2314, ENGL 1301, & Humanities course

SPC ADN End-of-Program STUDENT LEARNING OUTCOMES (EPSLOs)

1. CLINICAL DECISION MAKING – Provides competent nursing interventions based on application of the nursing process and demonstration of critical thinking, independent judgment, and self-direction while caring for patients and their families.
2. COMMUNICATION AND INFORMATION MANAGEMENT – Communicates effectively utilizing technology, written documentation and verbal expression with members of the

health care team, patients and their families.

3. LEADERSHIP – Demonstrates knowledge of basic delegation, leadership management skills and coordinates resources to assure optimal levels of health care for patients and their families.

4. SAFETY – Implements appropriate interventions to promote a quality and safe environment for patients and their families.

5. PROFESSIONALISM – Demonstrates knowledge of professional development and incorporates evidenced based practice in the nursing profession. Incorporates concepts of caring, including moral, ethical, legal standards while embracing the spiritual, cultural and religious influences on patients and their families

COURSE LEARNING OBJECTIVES

Upon completion of this course, based on defined unit and clinical objectives, the student will be able to demonstrate verbally, in writing and in clinical practice, the theoretical base necessary to:

1. Demonstrate knowledge of basic delegation, leadership management skills and coordinates resources to assure optimal levels of health care for patients and their families.
2. Assume responsibility for professional and personal growth and development.
3. Utilize and evaluate methods of shared planning, decision making, problem solving, goal setting, cooperation, and communication within a preceptor's role.

Additionally, upon satisfactory completion of RNSG 2121, will progress toward meeting the SPC ADN End of Program Graduate Outcomes (EPSLOs) Texas BON “Differentiated Essential Competencies” 2010 (DECS) and the “Secretary’s Commission on Attaining Necessary Skills” (SCANS) Competencies

EVALUATION METHODS

Successful completion of this course requires a grade of “C” or better; satisfactory total grade point average on quizzes and assignments, satisfactory achievement of unit objectives.

ACADEMIC INTEGRITY

South Plains College aims to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present as his or her own work which he or she has not honestly performed is regarded by the faculty and administration as the most serious offense and renders the offender liable to profound consequences, possibly suspension. Please refer to the SPC ADN Nursing student handbook “Honesty Policy.” This policy covers testing violations, record falsification violations and plagiarism violations for the ADN Program. Plagiarism violations may result in dismissal from the ADN Program.

COLLEGE HANDBOOK INFORMATION ON ACADEMIC INTEGRITY: It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any

student to present as his or her own any work which he or she has not honestly performed is regarded by the faculty and administration as a most serious offense and renders the offender liable to serious consequences, possibly suspension.

Cheating - Dishonesty of any kind on examinations or on written assignments, illegal possession of examinations, the use of unauthorized notes during an examination, obtaining information during an examination from the textbook or from the examination paper of another student, assisting others to cheat, alteration of grade records, illegal entry or unauthorized presence in the office are examples of cheating. Complete honesty is required of the student in the presentation of any and all phases of coursework. This applies to quizzes of whatever length, as well as final examinations, to daily reports and to term papers.

Plagiarism - South Plains College aims to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present as his or her own work which he or she has not honestly performed is regarded by the faculty and administration as the most serious offense and renders the offender liable to profound consequences, possibly suspension. Please refer to the SPC ADN Nursing student handbook "Honesty Policy." This policy covers testing violations, record falsification violations and plagiarism violations for the ADN Program. Plagiarism violations may result in dismissal from the ADN Program.

Students must adhere to the professional standards in the Associate Degree School of Nursing Handbook. It is the responsibility of the School of Nursing to teach and model professional behaviors, and it is the responsibility of the student to demonstrate professional and academic integrity. The students represent the School of Nursing and are expected to maintain the highest standards.

Examples of student plagiarism¹

- Copying material without quotes, in-text citations, and/or referencing
- Paraphrasing content without in-text citation and/or referencing
- Copying ideas, words, answers, exams, or shared work from others when individual work is required
- Using another's paper in whole or in part
- Allowing another student to use one's work
- Claiming someone else's work is one's own
- Resubmitting one's own coursework, when original work is required (self-plagiarism)
- Falsifying references or bibliographies
- Getting help from another person without faculty knowledge or approval
- Purchasing, borrowing, or selling content with the intent of meeting an academic requirement for oneself or others

Smith, L. (2016), Nursing 2016, 46 (7) p. 17

VERIFICATION OF WORKPLACE COMPETENCIES

Successful completion of the SCANS; DECS; Graduate Outcomes at the semester four level; and RNSG 1412 Student Learning Outcomes will allow the student to graduate from the program. Upon successful completion of the program students will be eligible to apply to take the state board exam (NCLEX) for registered nurse licensure.

BLACKBOARD

Blackboard is an e-Education platform designed to enable educational innovations everywhere by connecting people and technology. This educational tool will be used in this course throughout the semester.

FACEBOOK

The nursing program has a Facebook page at <https://www.facebook.com/SPCNursing17/>

SPECIFIC COURSE/INSTRUCTOR REQUIREMENTS

TEXTBOOKS AND OTHER MATERIALS

Required Texts

Marquis, B.L. & Haston, C.J.; Leadership Roles & Management Functions in Nursing: Theory and application (10th ed.) Philadelphia: Lippincott, Williams, & Wilkins.

ATTENDANCE POLICY

Class Attendance

Students must attend all classes/clinical to be successful in a course. The student may be administratively withdrawn from the course when absences become excessive as defined in the course syllabus.

Because of the fast pace of this course within the ADN Program, make-up work is not accepted on this course. Students are officially enrolled in all courses for which they pay tuition and fees at registration. Should a student delay reporting to a class after official enrollment, absences will be attributed to the student from the first-class meeting.

Students who enroll in a course but have "Never Attended" by the official census date, as reported by the faculty member, will be administratively dropped by the Office of Admissions and Records. A student who does not meet the attendance requirements of a class as stated in the course syllabus and does not officially withdraw from that course by the official census date of the semester, may be administratively withdrawn from that course and receive a grade of "X" or "F" as determined by the instructor. Instructors are responsible for clearly stating their administrative drop policy in the course syllabus, and it is the student's responsibility to be aware of that policy.

It is the student's responsibility to verify administrative drops for excessive absences through MySPC using his or her student online account. If it is determined that a student is awarded financial aid for a class or classes in which the student never attended or participated, the financial aid award will be adjusted in accordance with the classes in which the student did attend/participate, and the student will owe any balance resulting from the adjustment.

(http://catalog.southplainscollege.edu/content.php?catoid=47&navoid=1229#Class_Attendance)

ATTENDANCE PHILOSOPHY: Research has proven that academic achievement for each student is enhanced when the student has regular and punctual attendance. To foster accountability, to match the work environment policies, and to foster learning and understanding, attendance is mandatory in the Vocational Nursing Program. Understanding that illnesses and unavoidable problems do arise, the VNP does allow for some absences within the program. Faculty do not ask why a student is absent because they are an adult learner. Faculty also do not make up classes or repeat lectures for students who miss a class; students who are absent should obtain missed information from a fellow classmate.

Additionally, one way a student demonstrates the nursing caring attitude is through timeliness and attendance.

4.1-A. CLASSROOM ATTENDANCE: Learning is fostered in the classroom environment. Missing even one lecture/class activity can negatively impact student performance; therefore, classroom attendance is mandatory, and students are accountable to attend and be on time for class.

Allowable absences in this class will be **one (1) absence**. Students should take an absence when they are truly ill (running fever, nausea/vomiting not due to pregnancy, diarrhea, or some other communicable disease). A physician's release should be submitted when the student is treated by a physician.

Students who exceed the allowable absence no longer meet the course criteria and must withdraw.

Students should take an absence when they are truly ill (running fever, nausea/vomiting not due to pregnancy, diarrhea, or some other communicable disease). A physician's release should be submitted when the student is treated by a physician.

Absences are recorded for the full day if a class is scheduled for the full day. If a student leaves before the end of the class period, the student is marked "absent" for the day. A student who misses the morning session may attend the afternoon session to get the information, but the student is still marked as "absent" for the day. There are no "half-day" absences. If the student is asked to leave the classroom for any reason (sleeping, talking or other inappropriate behavior), the student is given an absence. Attendance is most often taken by a sign in sheet. Students who "forget" to sign in are counted as absent.

As a matter of courtesy and professional behavior, a student who is going to be absent should email or call the course instructor and inform the instructor of the pending absence.

4.1-B. TARDINESS— It is disruptive to students who are on time for a tardy student to enter the classroom with books and backpacks. It also demonstrates a lack of caring and lack of respect for classmates for the tardy student to disrupt class.

* Students who are (1) tardy to the start of class or (2) tardy following a break or lunch are counted as tardy within the first 5 minutes of the class starting (after that, students are "absent").

* Students who are tardy to class for an examination are not allowed to come into class once the exam has begun and are counted as absent. These students may come into class after the examination is over to hear the information, but the absence will remain.

* Two tardies count as one absence.

4.1-C. ATTENDANCE RECORDS: Because the student is an adult learner, each student should keep his/her own record of absence. Faculty is under NO obligation to inform a student of absences; the student will be notified when he/she no longer meets program objectives because of excessive absences and the student is being withdrawn. Should the student believe a discrepancy exists, the student should submit the notice in writing to the Program Director within 24 hours of notification.

COVID CONSIDERATION

If you are experiencing any of the following symptoms, please do not attend class and either seek medical attention or test for COVID-19.

- Cough, shortness of breath, difficulty breathing
- Fever or chills
- Muscles or body aches
- Vomiting or diarrhea
- New loss of taste and smell

Please also notify DeEtte Edens, BSN, RN, Associate Director of Health & Wellness, at dedens@southplainscollege.edu or 806-716-2376. Proof of a positive test is required. A home test is sufficient but students must submit a photo of the positive result. The date of test must be written on the test result and an ID included in the photo. If tested elsewhere (clinic, pharmacy, etc.), please submit a copy of the doctor's note or email notification. Results may be emailed to DeEtte Edens, BSN, RN at dedens@southplainscollege.edu.

A student is clear to return to class without further assessment from DeEtte Edens, BSN, RN if they have completed the 5-day isolation period, symptoms have improved, and they are without fever for 24 hours without the use of fever-reducing medication.

Students must communicate with DeEtte Edens, BSN, RN prior to their return date if still symptomatic at the end of the 5-day isolation

Dropping a class

Students should submit a [Student Initiated Drop Form](#) online.

Students will not be required to obtain an instructor signature to drop, however, we do encourage students to communicate with instructors or advisors prior to dropping a course when they are able. **There will be no charge for drops for the fall or spring semesters.**

Withdrawing from all classes

If a student wishes to withdraw from all courses, they should initiate that process with the Advising Office. They can schedule an appointment with an advisor by visiting <http://www.southplainscollege.edu/admission-aid/advising/spcadvisors.php> or by calling 806-716-2366.

Schedule Change (after late registration and before census date)

To make a schedule change after late registration and before the census date according to the SPC official calendar, students should submit a [Schedule Change Form](#).

After late registration, adding a class requires instructor approval. If a student is requesting to be added to one of your courses and you approve, please email registrar@southplainscollege.edu with your approval. This can take the place of signature on the Schedule Change Form that we have required in the past.

For additional information regarding schedule changes, drops and withdrawals, [click here](#).

ASSIGNMENT POLICY

All required work must be in on time. Assigned outside work is due on the dates specified by the instructor. Assignments turned in later than the due date will not be accepted unless the instructors clear the circumstances with the student. Regardless of the circumstance, late work will be assessed penalty points by the instructor. The assignment will be docked five (5) points per day for each late day.

The assignment will be docked 2.5 points if turned in on the date but after the time it is due. An assignment will not be accepted after one week past the due date; therefore, the grade will be a zero if the assignment more than 1 week late.

GRADING POLICY

1. The student's course grade will include a resume 25%; Mock Interview Exercise 30 %; 4 quizzes 40 %; ExamSoft Benchmark test 5%;
2. A student must receive a minimum grade of "C" to pass.
3. Grading scales: A = 90 - 100
 B = 80 - 89.99
 C = 77 – 79.99
 D = 60 – 76.99
 F = below 60

The Leadership ExamSoft benchmark test will be taken during the semester. The score will be counted as 5% of the final grade. Student Benchmark Exam grade figuration: (Student % / Benchmark National Standard (BNS) %) X 100 = Student Benchmark grade. Example: (Student 33% (0.33) / BNS 47% (0.47)) X 100 = 70.21 Student grade.

Exams are a measurement of learning, and while they do not measure ALL learning, exams are the instruments used in the academic setting to measure learning. Because of the nature of this material and of nursing, ALL information in this course is important. Someday, the student in the role of the vocational nurse may be the only person to stand between the patient and harm or death. Therefore, the student is NOT merely studying to pass the exam but studying to intervene on the behalf of the patient.

Exams may cover information given during lectures, handouts, and assigned reading of the texts.

Exams may be administered in a campus computer lab using Exam Soft, and the instructor must reserve them in advance. Students are expected to arrive on time to exams and complete the exams within the period allowed as other classes may be booked behind our scheduled time and you will not be permitted to take your exam past the scheduled time unless arrangements are made in advance for extenuating circumstances. Due to the ever-changing COVID conditions, you may take exams on Exam Soft and have it proctored or on Blackboard with Proctorio. It is your responsibility to make sure that you have working computers with a web cam and a microphone and reliable internet.

NO HATS, BLANKETS, HOODIES, OR CAPS ARE TO BE WORN DURING QUIZZES AND EXAMS.

FOOD, BACKPACKS, BOOKS, ELECTRONIC DEVICES (COMPUTERS, IPADS, PHONES, SMART WATCH, ETC.) ARE NOT TO BE IN THE ROOM DURING EXAMINATIONS.

ALL STUDENTS WILL BE REQUIRED TO HAVE SHIRT SLEEVES PULLED UP TO ELBOWS DURING TESTING.

THE STUDENT WILL NOT BE ALLOWED TO LEAVE THE CLASSROOM ONCE TESTING HAS BEGUN.

1. Grades will be given to students during allotted class time.
2. Each student should know current course averages for all classes.
3. Students must earn a "C" (77) or better in this class for progression.

4. Students can review all grades as they are recorded. Should the student have any questions about a specific grade or specific test question, the student must discuss this with the instructor within 48 hours of notification of grade assignment. Once the 48 hours have passed without the student questioning the grade or question, **the assigned grade is final and may not be challenged at the end of the course. The final exam may not be reviewed.**
5. The Final Exam grade and a numerical course grade will be posted on Blackboard. The final course grade will be posted to CampusConnect as the transcript letter grade.
6. Once grades are posted, an exam is ready for review. When possible, exams will be made available for all students to review at the end of a lecture (time permitting) but if that is not possible, a student may email me for an appointment to come by the office and review the exam.

Grades will not be given or discussed by email or phone.

COMPUTER USAGE

As computer technology in the field of health occupations continues to become more popular, computers will be used in this course for several assignments. All students have access to computers and printers on the South Plains College campus. Students will be expected to utilize computers to access assignments and classroom resources. All registered students are supplied with a working email account from South Plains College. In order to take exams, students must have their username and password.

COURSE SCHEDULE

Class will meet for an orientation session for 1 hour within the first 2 weeks of the semester. Online quizzes will be due throughout the semester (see due dates on the calendar). 1-hour lectures are scheduled throughout the semester (see due dates on the calendar). The students will be scheduled for one mock interview. Individual mock interviews will be scheduled at a later date.

COMMUNICATION POLICY

To contact Denise Glab please text 806-773-2017. To contact Kristie Buchanan utilize the Remind App. If contact is after business hours may not be answered until the next business day.

CAMPUS CARRY

Campus Concealed Carry - Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in South Plains College buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and South Plains College policy, license holders may not carry a concealed handgun in restricted locations. For a list of locations, please refer to the SPC policy at: (http://www.southplainscollege.edu/human_resources/policy_procedure/hhc.php)

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all South Plains College campuses. Report violations to the College Police Department at 806-716-2396 or 9-1-1.

PREGNANCY ACCOMMODATIONS STATEMENT

If you are pregnant, or have given birth within six months, Under Title IX you have a right to reasonable accommodations to help continue your education. To activate accommodations, you must submit a Title IX pregnancy accommodations request, along with specific medical documentation, to the Director of

Health and Wellness. Once approved, notification will be sent to the student and instructors. It is the student's responsibility to work with the instructor to arrange accommodations. Contact Crystal Gilster, Director of Health and Wellness at 806-716-2362 or email cgilster@southplainscollege.edu for assistance.

STUDENT CONDUCT

Rules and regulations relating to the students at South Plains College are made with the view of protecting the best interests of the individual, the general welfare of the entire student body and the educational objectives of the college. As in any segment of society, a college community must be guided by standards that are stringent enough to prevent disorder, yet moderate enough to provide an atmosphere conducive to intellectual and personal development.

A high standard of conduct is expected of all students. When a student enrolls at South Plains College, it is assumed that the student accepts the obligations of performance and behavior imposed by the college relevant to its lawful missions, processes and functions. Obedience to the law, respect for properly constituted authority, personal honor, integrity and common sense guide the actions of each member of the college community both in and out of the classroom.

Students are subject to federal, state and local laws, as well as South Plains College rules and regulations. A student is not entitled to greater immunities or privileges before the law than those enjoyed by other citizens. Students are subject to such reasonable disciplinary action as the administration of the college may consider appropriate, including suspension and expulsion in appropriate cases for breach of federal, state or local laws, or college rules and regulations. This principle extends to conduct off-campus which is likely to have adverse effects on the college or on the educational process which identifies the offender as an unfit associate for fellow students.

Any student who fails to perform according to expected standards may be asked to withdraw. Rules and regulations regarding student conduct appear in the current Student Guide.

ACCOMMODATIONS

DIVERSITY STATEMENT

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

DISABILITIES STATEMENT

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland Student Health & Wellness Center 806-7162577, Reese Center (also covers ATC) Building 8: 806-716-4675, Plainview Center Main Office: 806-716-4302 or 806-296-9611, or the Health and Wellness main number at 806-716-2529.

SCANS COMPETENCIES

RESOURCES: Identifies, organizes, plans and allocates resources. C-1 TIME--Selects goal--relevant

activities, ranks them, allocates time, and prepares and follows schedules. C-2 MONEY--Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives C-3 MATERIALS & FACILITIES--Acquires, stores, allocates, and uses materials or space efficiently. C-4 HUMAN RESOURCES--Assesses skills and distributes work accordingly, evaluates performances and provides feedback. INFORMATION--Acquires and Uses Information C-5 Acquires and evaluates information. C-6 Organizes and maintains information. C-7 Interprets and communicates information. C-8 Uses computers to Process information. INTERPERSONAL--Works With Others C-9 Participates as members of a team and contributes to group effort. C-10 Teaches others new skills. C-11 Serves clients/customers--works to satisfy customer's expectations. C-12 Exercises leadership--communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies. C-13 Negotiates--Works toward agreements involving exchanges of resources resolves divergent interests. C-14 Works with Diversity--Works well with men and women from diverse backgrounds. SYSTEMS--Understands Complex Interrelationships C-15 Understands Systems--Knows how social, organizational, and technological systems work and operates effectively with them C-16 Monitors and Correct Performance--Distinguishes trends, predicts impacts on system operations, diagnoses systems' performance and corrects malfunctions. C-17 Improves or Designs Systems--Suggests modifications to existing systems and develops new or alternative systems to improve performance. TECHNOLOGY--Works with a variety of technologies C-18 Selects Technology--Chooses procedures, tools, or equipment including computers and related technologies. C-19 Applies Technology to Task--Understands overall intent and proper procedures for setup and operation of equipment. C-20 Maintains and Troubleshoots Equipment--Prevents, identifies, or solves problems with equipment, including computers and other technologies.

FOUNDATION SKILLS

BASIC SKILLS--Reads, writes, performs arithmetic and mathematical operations, listens and speaks F-1 Reading--locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules. F-2 Writing--Communicates thoughts, ideas, information and messages in writing, and creates documents such as letters, directions, manuals, reports, graphs, and flow charts. F-3 Arithmetic--Performs basic computations; uses basic numerical concepts such as whole numbers, etc. F-4 Mathematics--Approaches practical problems by choosing appropriately from a variety of mathematical techniques. F-5 Listening--Receives, attends to, interprets, and responds to verbal messages and other cues. F-6 Speaking--Organizes ideas and communicates orally. THINKING SKILLS--Thinks creatively, makes decisions, solves problems, visualizes, and knows how to learn and reason F-7 Creative Thinking--Generates new ideas. F-8 Decision-Making--Specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative. F-9 Problem Solving--Recognizes problems and devises and implements plan of action. F-10 Seeing Things in the Mind's Eye--Organizes and processes symbols, pictures, graphs, objects, and other information. F-11 Knowing How to Learn--Uses efficient learning techniques to acquire and apply new knowledge and skills. F-12 Reasoning--Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem. PERSONAL QUALITIES--Displays responsibility, self-esteem, sociability, self-management, integrity and honesty F-13 Responsibility--Exerts a high level of effort and preserves towards goal attainment. F-14 Self-Esteem--Believes in own self-worth and maintains a positive view of

self. F-15 Sociability--Demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings. F-16 Self-Management--Assesses self accurately, sets personal goals, monitors progress, and exhibits self-control F-17 Integrity/Honesty--Chooses ethical courses of action.

