



Clinical Application: Managing Client Care N3921B Winter 2025

Section	Course Coordinator	Faculty Advisor
001	Alexandra Timmermans	Alexandra Timmermans
002	Alexandra Timmermans	Allison Mack
003	Amanda McIntyre	Ashley Kerr
004	Amanda McIntyre	Elizabeth Farrell
005	Amanda McIntyre	Janice Macintosh
006	Sara Southwick	Melanie Frijters
007	Sara Southwick	Sara Southwick
008	Sara Southwick	Stephanie Narayanan

Copyright © 2024 The University of Western Ontario

All rights reserved. This book is protected by copyright. No part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means - electronic, mechanical, photocopying, recording, or otherwise - without written permission from The University of Western Ontario, London, Ontario N6A 3K7.

N3921B Clinical Application: Managing Client Care

Calendar Description

In a variety of healthcare settings, students will apply and integrate theory related to the care of clients with a range of complex and concurrent health challenges. Additionally, students will gain insights into clients' and families' experiences and the nature of illness.

Prerequisite(s): *Nursing 3910A/B or Nursing 3630A/B with a grade of 65% or higher and a PASS in Nursing 3911A/B.*

Corequisite(s): *Nursing 3920A/B.*

Extra Information: *Clinical practice, PASS/FAIL*

Course weight: *0.50*

Expanded Course Description

In this course there is a focus on planning, implementing, and evaluating nursing care. Using experiential learning in the provision of care, students evaluate their assessment and care skills and gain insights into clients' experiences, the nature of acute illness, health care system, and the functioning of interprofessional health teams. Students apply critical thinking and clinical reasoning to integrate knowledge of nursing practice, client-centred care and collaborative interactions with interprofessional health team members and clients.

Clinical practice experiences will be scheduled in 3-week blocks of time. Students will work alongside a nurse preceptor in the practice setting and be supported by a faculty advisor. Students will follow their preceptor's schedule to a maximum of 108 clinical hours during the assigned block.

Students must meet all course requirements in order to receive a passing grade. Success in this course includes consistent attendance in clinical practice, attendance and participation in all praxis sessions, completion of all academic work as designated, and achieve satisfactory clinical practice performance as determined by the student, preceptor, and faculty advisor.

This course includes TWO components:

(1) Clinical Placement

In this placement, students will provide nursing care to clients and families experiencing acute and chronic illness. This placement will be focused on implementing assessment skills, practicing safe medication administration, and working with clients to provide nursing care and intervention. Clinical practice experiences will be scheduled in 3-week blocks of time. Students will work alongside a nurse preceptor in the practice setting and be supported by a Faculty Advisor. Students will follow their preceptor's schedule to a maximum of 108 clinical hours during the assigned block. Placement shifts can begin on the first day of the block (except when

agency orientation is required prior to commencing); and the last shift may be a night shift scheduled to commence on the final date of the block. **No exceptions to placement start and/or end date will be made.**

(2) Praxis Community of Learning

Students will participate in virtual praxis sessions with a group of peers, facilitated by the Faculty Advisor. These sessions will be scheduled both during and outside of the student's placement block.

Course Component	Rotation 1	Rotation 2	Rotation 3	Rotation 4
Clinical Practice Placement	Jan 6 – Jan 26	Jan 27 – Feb 23 <i>*students <u>may</u> complete shifts during Reading Week Feb 15-Feb 23, but may choose to schedule their shifts around Reading Week.</i>	Feb 24-Mar 16	Mar 17-Apr 6
Praxis	Jan 9, 16, 23, 30, Feb 6, 13 between 1330-1730	Jan 9, 16, 23, 30, Feb 6, 13 between 1330-1730	Feb 27, Mar 6, 13, 20, 27, Apr 3 between 1330-1730	Feb 27, Mar 6, 13, 20, 27, Apr 3 between 1330-1730

Students must meet all course requirements in order to receive a passing grade. Success in this course includes consistent attendance in clinical practice, completion of all academic work as designated, and satisfactory clinical practice performance as determined by the student, preceptor, and Faculty Advisor.

Course Learning Outcomes

The course goals are based on the revised CNO entry to practice competencies (ETPCs) which are the foundation for nursing practice. The course goals will guide the assessment of students' knowledge, skill and judgment in preparing them to practice in a safe, competent and ethical manner.

Successful students will be able to:

1. Assessment (CNO ETPC: Clinician): Distinguish expected and unexpected assessment findings and interpret findings in the context of the client's clinical picture.
2. Critical Thinking (CNO ETPC: Clinician, Coordinator): Explain the linkages between how current client plans of care support optimal clinical outcomes.
3. Critical Thinking (CNO ETPC: Clinician, Coordinator): Execute appropriate nursing interventions based on client care needs.
4. Patient Safety Leader (CNO ETPC: Leader): Identify organizational and healthcare systems policies and practices that promote or inhibit safe client care.
5. Collaboration (CNO ETPC: Collaborator, Communicator): Demonstrate active participation with the client and interprofessional team to provide collaborative care.
6. Learner (CNO ETPC: Professional): Critically reflect on how your learning demonstrates development of critical thinking and clinical reasoning in practice.
7. Evidence-Based Practice (CNO ETPC: Scholar): Use evidence-based strategies, clinical decision-making, and clinical judgement while planning and delivering personalized care for clients.

Competencies for entry-level Registered Nurse practice (CNO, 2020) addressed in the course:

Clinician: 1.1 - 1.4, 1.6 – 1.27; **Professional:** 2.1 – 2.11, 2.13, 2.14; **Communicator:** 3.1 – 3.6;

Collaborator: 4.1, 4.3 - 4.5; **Coordinator:** 5.1 – 5.3, 5.6 - 5.8; **Leader:** 6.2 – 6.11;

Advocate: 7.1, 7.2, 7.4 – 7.7, 7.9, 7.10, 7.12-7.14; **Educator:** 8.1 – 8.5; **Scholar:** 9.1 - 9.8

Course Materials

Nurse Achieve: Access to the NurseAchieve platform in this course can be used for researching your patient's conditions, medications, and common case scenarios to support student's nursing practice.

College of Nurses of Ontario.

- *Standards and Guidelines.* Retrieved from <https://www.cno.org/en/learn-about-standards-guidelines/standards-and-guidelines/>
- *Entry to Practice Competencies for Registered Nurses.* Retrieved from <https://www.cno.org/en/learn-about-standards-guidelines/list-of-all-publications/>

Methods of Evaluation

For each evaluation component, the responsibilities of the student are outlined below. Students are accountable for fulfilling their responsibilities and contacting their faculty advisor promptly with any concerns. Failure to fulfill responsibilities may result in an unsuccessful course outcome.

Percentage of Course Grade*	Assignment Name	Due
Satisfactory/ Unsatisfactory	Orientation Knowledge Check <i>via Quizzes on Brightspace OWL</i>	Jan 6 2025 at 0800
Satisfactory/ Unsatisfactory	Placement Schedule <i>via InPlace</i>	Submitted by student in advance of placement start date and reflects completed hours by 24 hours following the placement block end date. R1= Jan 28 2025 at 0700 R2= Feb 25 2025 at 0700 R3=Mar 18 2025 at 0700 R4=Apr 8 2025 at 0700
Satisfactory/ Unsatisfactory	Clinical Practice Collaborative Evaluation <i>via InPlace</i>	Completed by preceptor and student at THREE (3) timepoints during placement. All student evaluations are due by 24 hours from preceptor completion. All THREE (3) evaluations by preceptor and student due by 24 hours following the placement block end date. R1=completed x 3 by preceptor + student by Jan 28 2025 @ 0700 R2=completed x 3 by preceptor + student by Feb 25 2025 @ 0700 R3= completed x 3 by preceptor + student by Mar 18 2025 @ 0700 R4= completed x 3 by preceptor + student by Apr 8 2025 @ 0700
Satisfactory/ Unsatisfactory	Group Praxis <i>via Zoom</i>	Students' participation in synchronous praxis sessions as per dates outlined for rotation.

Satisfactory/ Unsatisfactory	End of Course Summary <i>via InPlace</i>	Completed by student following last clinical shift or praxis; whichever comes last, by 48 hours . By: R1/R2 = Feb 26 at 0700 or R3/R4 = Apr 9 at 0700 at the latest for all students.

1. Orientation Knowledge Check

Due: Jan 6 2025 at 0800

Students must watch the course orientation recording posted to Brightspace and complete the knowledge check found in *Quizzes* in Brightspace. Orientation will be posted well in advance of the due date.

Responsibilities of Student:

- Viewing Orientation video in entirety
- Completing Knowledge Check activity in *Quizzes* by deadline
- Following up promptly about any questions students have following orientation by: reviewing FAQ tab in Brightspace, posting in Forum, and/or messaging Faculty Advisor/Course Coordinator

2. Placement Schedule

Due: Submitted by student in advance of placement start date and reflects completed hours by **24 hours following the placement block end date.**

R1= Jan 28 2025 at 0700

R2= Feb 25 2025 at 0700

R3=Mar 18 2025 at 0700

R4=Apr 8 2025 at 0700

Please note, the Absence from Clinical Learning Experiences policy applies to placement. Students who complete the placement with incomplete hours greater than 20% of the required hours in this course are subject to the outcomes of this policy, which may include an unsuccessful course outcome.

Students will negotiate their schedule with their preceptor in advance of their placement start date to schedule required shifts and submit a copy of their scheduled shifts to their faculty advisor via *Timesheets/Schedule* in InPlace. In the event of a schedule change, students will submit revisions to their timesheet.

Following each placement shift, the student will verify their planned schedule via *Timesheets/Schedule* in InPlace. All actual completed hours must be input by students **by 24 hours following end of placement rotation block.**

Responsibilities of Student:

- Contacting their assigned preceptor by 2 weeks from placement start date
- Notifying nrsgplacementsupport@uwo.ca by 10 days to placement start if you have not established contact with preceptor for assistance
- Negotiating schedule to fulfill placement hours requirement
- Following up promptly on any scheduling challenges as per direction in Schedule tab in Brightspace
- Inputting planned shifts into Timesheet/Schedule in InPlace
- Inputting actual completed hours into Timesheet/Schedule in InPlace as they are completed (please note this only includes the hours of the actual shift, no time before or after the shift for preparation/report is to be included)
- Ensuring final hours tally meets requirement by end of placement rotation

3. Clinical Practice Collaborative Evaluation

Due: Every 3 (or equivalent) consecutive shifts, for a total of 3 time points in the placement by the preceptor and student.

Preceptors complete the evaluation when **prompted** by the student based on the placement schedule.

All student evaluations are **due by 24 hours** from preceptor completion.

All THREE (3) evaluations by preceptor and student due by **24 hours following the placement block end date, or the student risks an unsuccessful course outcome.**

R1= Jan 28 2025 at 0700

R2= Feb 25 2025 at 0700

R3=Mar 18 2025 at 0700

R4=Apr 8 2025 at 0700

Evaluation is an on-going process intended to provide feedback to improve one's performance. Students are active partners in the evaluation process. Reflection on practice is to be completed electronically using the Clinical Practice Collaborative Evaluation form.

The process will be interactive and collaborative between the preceptor and student, involving honest, open, and clear communication. Formative evaluation (occurring day-to-day, moment-to-moment) allows for learning and improvement. As the preceptor provides feedback, the student reflects on their experience, and incorporates feedback

into practice so that course goals can be met. Entries into the evaluation by the student and preceptor will contain evidence of student progress in an incremental manner. The evaluation submissions will be reviewed by the faculty advisor.

In the case where a preceptor is concerned about the student's competence or the student's ability to achieve a satisfactory grade in the time allotted, a Collaborative Success Plan (CSP) will be initiated with the guidance of the faculty advisor. The faculty advisor will discuss the concern and agree on the components of the CSP including the plan for improvement with the preceptor and student. The CSP will be reviewed according to the agreed upon timeline.

Responsibilities of Student:

- Student identifies 3 shifts on which evaluation needs to be completed by preceptor
- On day 1 student asks preceptor whether they have received a link in their emails from Western. If not, students follow up with nrsgplacementsupport@uwo.ca promptly
- On evaluation shifts student identifies need for evaluation to be completed by preceptor
- Preceptor retrieves link from email and completes evaluation **WITH** student **while** on shift
 - Student follows up with Faculty Advisor for any reported challenges with preceptor's completion
- Student reviews feedback and evaluations by preceptor and faculty advisor prior to each submission
- Student completes evaluation **within 24 hours** of preceptor's submission
- Process repeats at two additional timepoints

4. Group Praxis

Students must participate in 6 (six) sessions during course.

Makeup activity due via email to Faculty Advisor within 48 hours of scheduled praxis session. *More information below.*

Please note, the Absence from Clinical Learning Experiences policy applies to praxis. Students who miss greater than 20% of the praxis sessions (>1 session) in this course are subject to the outcomes of this policy, which may include an unsuccessful course outcome.

Students will gather virtually with their faculty advisor to engage in a shared reflection and learning to integrate their placement learning experiences. Students will attend 3

group synchronous praxis sessions during placement. These praxis sessions will be structured and facilitated by the faculty advisor.

Session	Topic
During Placement Block	
1	<i>Organizing Clinical Care</i> CLO: 2, 6
2	<i>Interprofessional Communication</i> CLO: 4, 5
3	<i>Engaging as a Learner</i> CLO: 4, 5, 6
Outside of Placement Block	
A	<i>Clinical Consult: Safety and Quality of Care</i> CLO: 4, 5
B	<i>Clinical Consult: Transitions in Care and Services</i> CLO: 2, 3, 5, 7
C	<i>Critical Reflection on Strengths and Gaps in Knowledge</i> CLO: 6

Students may be expected to attend both during and outside of clinical shifts. Students will be expected to participate actively in the sessions, and participation will be evaluated by the faculty advisor as a component of the collaborative evaluation. Exceptions for attendance will be considered based on schedule and active provision of care during session. Exceptions for attendance will be discussed with the faculty advisor, and students will submit a written reflection on the session topic in lieu of attendance. The written reflection will be 2 pages in length, and include 1 reference (scholarly, grey, or professional resources, e.g., College of Nurses or RNAO documents, would be appropriate), and will be submitted via email to FA.

Responsibilities of Student:

- Identifying time for praxis sessions as communicated by Faculty Advisor
- Completing pre-praxis learning activities, prepared to discuss
- Participating actively in praxis session, this includes: camera turned on, active participation and contribution to discussion, active listening to Faculty Advisor and peers
- Notifying Faculty Advisor when absent **prior to session**, completing makeup activity and submitting via email within 48 hours of missed session

5. End of Course Summary

Due: 48 hours following final clinical shift or final praxis session, whichever comes last.

By R1/R2 = Feb 26 at 0700 or R3/R4 = Apr 9 at 0700 at the latest for all students.

The End-of-Course Summary is an overall summary of student performance. This summary is completed by the student within 48 hours of their final placement shift, or praxis session; whichever comes last, via InPlace. Overall, students must receive a satisfactory final evaluation by the faculty advisor in order to pass this course. Students must be in the Developing (2) to Accomplished (3) levels in the majority of categories to be rated 'Satisfactory' by the end of the course.

The grade for this clinical practice course is "P" or "F"

"P" pass (satisfactory)

"F" fail (unsatisfactory)

Identification/Professional Accountability

You will be identified as Western-Fanshawe Collaborative BScN Program nursing students by the program name pin worn on the breast of your uniform, by your visible school photo identification, and by the nursing program crest sewn on the left sleeve of your uniforms.

Documentation in client charts must be followed with the following signature format: initial, surname WFN3 (*Western-Fanshawe Nursing Year 3*). or as identified as a student in the electronic documentation system. Students are to document in alignment with the CNO documentation standards and documentation standards of their placement agency. Students must document any care that is provided by them in accordance with those standards.

Expectations related to number of clients students can safely manage

In this first clinical placement, by the end of the course, it is expected that students will be able to competently manage care of 1-2 clients within their scope of practice. The preceptor/mentor, in collaboration with students, will collaboratively determine when students are ready to increase client loads as evidenced by the student's skill level, and will consider the many variables that may impact student readiness. This may include considerations such as complexity and/or acuity of clients, the nature of the unit on which students are working (e.g. rehab versus general surgery), as well as the previous clinical experiences the student has had. These client assignments are guidelines only and are at the discretion of the preceptor/mentor.

Expectations related to medication administration by students

Medication safety is of utmost importance in the clinical practice setting. As such, it is expected that students will be able to demonstrate their knowledge, skill and judgment about the medications they are administering. In this placement, students will **only** administer medications to clients under the supervision of their preceptor/mentor. The student and the preceptor/mentor will negotiate opportunities to administer medications depending on acuity of the client and ability of the preceptor to provide supervision. Medication administration is completed in accordance with agency policies.

Policies

Students are required to read the BScN Programs Manual and be familiar with its contents. The Program Manual is available for Western students on the [Nursing Undergraduate Information](#). Students are expected to practice in accordance with all organizational policies in their practice setting.

The following policies are relevant to this placement:

- **Absence from Clinical Learning**
 - In this course, the Absence from Clinical Learning policy applies to both your placement hours and your participation in the mandatory praxis sessions.
 - **NEW:** Students who miss **any amount of** clinical learning required hours will be reviewed by the Progression and Remediation Committee. Any amount of missed clinical hours, regardless of the reason, may result in an unsuccessful course outcome, and documentation may be required.
 - If you miss more than 20% of the required hours in either course component (e.g. ~2-12 hour shifts, 3-8 hour shifts, >1 praxis session), you will be unsuccessful in this course.
- **Adverse Events Reporting**
- **Clinical Accommodation**
- **Clinical Practice Placements**
- **Clinical Practice Pre-Placement Requirements**
- **Dress and Uniform Policy**
- **Evaluation in Clinical Practice**
- **Involuntary Withdrawal**
- **Professional Integrity**
- **Progression and Remediation Process**

Copies of these policies can be reviewed by students on the [Nursing Undergraduate Information](#).

Academic Offences

Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, in the [Academic Calendar \(westerncalendar.uwo.ca\)](#).

Plagiarism

Student work is expected to be original. Plagiarism is a serious academic offence and could lead to a zero on the assignment in question, a zero in this course, or your expulsion from the university. You are plagiarizing if you insert a phrase, sentence or paragraph taken directly from another author without acknowledging that the work belongs to him/her. Similarly, you are plagiarizing if you paraphrase or summarize another author's ideas without acknowledging that the ideas belong to someone else. All papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of

plagiarism. All papers submitted will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between Western University and Turnitin.com (www.turnitin.com).

Re-submission of Previously Graded Material

Without the explicit written permission of the instructor, you may not submit any academic work for which credit has been obtained previously, or for which credit is being sought, in another course or program of study in the University or elsewhere.

Academic Consideration

The University recognizes that a student's ability to meet their academic responsibilities may, on occasion, be impaired by extenuating circumstances that are medical or compassionate in nature. These extenuating circumstances may be acute (short term), or it may be chronic (long term), or chronic with acute episodes. In all cases, students are advised to consult with the academic advisors in their home units, at their earliest opportunity. Academic advisors may refer students to Accessible Education for ongoing academic accommodations.

Most forms of academic consideration require documentation, and this documentation is to be submitted to academic advisors no later than 48 hours from due date. Any such documents will be retained in the student's file, and will be held in confidence in accordance with the University's Official Student Record Information Privacy Policy. Once the petition and supporting documents have been received and assessed, appropriate academic considerations shall be determined by academic advising, in consultation with the student's instructor(s). Academic considerations may include extension of deadlines, arranging make-up exams or incompletes, re-weighting course requirements, or granting late withdrawals without academic penalty. Academic considerations shall be granted only where the documentation indicates that the onset, duration and severity of the illness are such that the student could not reasonably be expected to complete their academic responsibilities. (Note – it will not be sufficient to provide documentation indicating simply that the student “was seen for a medical reason” or “was ill.”).

Whenever possible, students who require academic considerations should provide notification and documentation in advance of due dates, examinations, etc. Under no circumstances are students expected to submit rationales for (or documentation of) any absences, to course instructors. Students are, however, required to follow-up with course instructors, in a timely fashion, to identify the ways in which the academic consideration will be implemented.

Electronic Devices

Electronic devices are useful in assisting with the teaching/learning process in both classroom and clinical placement settings. In clinical placement settings, please abide by the policies set by the agency regarding use of social media, internet, and handheld devices. Additionally, technology use in the presence of clients or agency staff may require explanation as to its use as part of professional practice (e.g. drug guide on a smart phone, texting your preceptor in the practice setting).

It is essential that client privacy and confidentiality be maintained when using electronic devices. When students and preceptors are communicating via electronic devices, client information must not be included. Students and preceptors are accountable for responsible use of electronic communication, this includes: using professional language, setting device to silent/vibrate mode in the practice setting, and refraining from personal communications when at their practice placement.

NOTE: It is strictly forbidden that any audio/video/photographic images be taken, and/or posted to any social media platform, in any clinical learning environment for any reason.

Mental Health

Students who are in emotional/mental distress should refer to the following links for a complete list of options about how to obtain help.

MentalHealth@Western: <https://www.uwo.ca/health/psych/index.html>

Support Services

Academic Support and Accommodation Services:

http://academicsupport.uwo.ca/accessible_education/index.html

Physical Health, Wellness Education and Mental Health: Connect with Student Health Services at Western: <https://www.uwo.ca/health/Physical%20Health/index.html>

Indigenous Student Center staff and Elders are available to support you personally, academically and culturally. <https://indigenous.uwo.ca/students/>

For services related to inclusion, equity and diversity visit *Equity and Human Rights Services*: <https://www.uwo.ca/equity/>

View Western's *Anti-Racism Working Group Report*: <https://www.president.uwo.ca/>

Services related to Gender Based Violence and Survivor Support:

https://www.uwo.ca/health/student_support/survivor_support/index.html

Student Safety

Please refer to the BScN Programs Manual section on Student Safety Concerns: Guidelines for Responding in the Practice Setting Environment and the Student Safety Flow Chart available for students on the [Nursing Undergraduate Information](#).