



# Documentation Course Syllabus



## Developed by

NCSBN Learning Extension  
National Council of State Boards of Nursing (NCSBN), Chicago, IL

## Author



### Kathleen Laganá, RN, PCNS, PhD

Dr. Kathleen Laganá is Assistant Professor of Nursing and the Ethics and Legal Issues Lecturer at Oregon Health Sciences University School of Nursing (Ashland). She is a March of Dimes ethicist and author of *Ethical Decision Making for Perinatal Nurses*. She speaks nationally on nursing ethics. As a legal nurse consultant, she gives expert testimony on the nurse's obligation to advocate for the patient. Her research interests include the effects of cultural diversity on health. Dr. Laganá practices at Rogue Valley Medical Center in Women's Services and the Family Birth Center in Medford, Oregon.

## Syllabus Contents

- I. Course Description
- II. Course Policies
- III. Assignments & Grading
- IV. Course Schedule
- V. Getting Help/Office Hours

## I. Course Description

---

### Course Overview

This course was developed by the National Council of State Boards of Nursing (NCSBN) to educate nursing professionals on the importance of documenting patient care. This course provides examples of various types of charting and highlights scenarios of correct and incorrect documentation practices.

The course consists of an introduction, 5 course lessons, a glossary, a reference list, Links to Knowledge, and a posttest. Also, within the course are several reflective and interactive exercises where learners can assess their understanding of the material.

### Course Objectives

After completing this course, the learner will be better able to:

- Recognize documentation as a critical aspect of client care
- List the multiple purposes for medical record documentation
- Identify characteristics of effective documentation methods
- Describe the role of the nursing process in client care documentation
- Recognize common documentation errors related to client injury
- Describe documentation errors associated with litigation
- Identify challenges and advantages of electronic documentation
- Identify documentation requirements noted in the Nurse Practice Act

### Logistics

#### *Course type*

This course is subscription-based, self-paced, and not mediated by an instructor.

#### *Time and schedule*

Learners have immediate 24-hour access to the course materials for the entire subscription period of 3 weeks. Learners can access the course from anywhere with an Internet connection and a computer that meets the specified technical requirements by simply entering their username/password to access the course materials.

The course should take no more than 6 hours to complete in total. Learners should follow this syllabus as a guide to the amount of work to be completed each week. However, NCSBN Learning Extension recognizes that some learners may have inflexible schedules due to work or family commitments. This course schedule may be adjusted to meet the needs of the learner.

Extra time will not be given to complete the course.

### *Continuing Education (CE) Credit*

Learners will be given 5.4 continuing education contact hours upon successful completion of the final exam.

## Course Materials/Tools

Although an instructor does not facilitate this course, learners will find this course highly engaging and interactive. As you navigate through your continuing education course, connect with other nurses from around the world! Use the [Nurse's Connection](#) to solve problems, discuss topics, or ask questions relating to your courses, or just to chat with other nurses about life and the latest in nursing.

All course materials and exercises are divided by lesson and can be accessed by clicking anywhere on the course tree located on the left side of the screen. Course materials are listed and explained below.

### *Lesson Content*

Readings are presented online. Throughout the text, learners will find key glossary terms, reference links to outside resources (referred to as "Links to Knowledge"), and visual/graphical aids to assist the learner's understanding of concepts presented.

### *Downloadable Workbook*

This workbook should be printed on the first day of study. The workbook download is found under the course "Features" button.

The workbook includes questions related to each lesson of the course that prompt learners to reflect upon learning concepts. This workbook may be required to meet state board of nursing requirements. Learners are encouraged to write their responses directly in the workbook. The (PDF) workbook can be saved to any computer drive and completed at the learner's convenience. **Please open the saved copy each time you would like to add information.** Save it in a folder where you regularly save other documents and you will find it again easily.

### *Posttest*

In multiple-choice format, this test is the final indicator of the learner's understanding of the course material. Questions are based on the required readings. A certificate of completion will be issued once a score of 75% or higher is achieved on the posttest.

### *Course Evaluation*

NCSBN Learning Extension is always looking for ways to improve the course and feedback is extremely important in this effort. Please remember to fill out the [course evaluation form](#) after course completion.

### *Prerequisites*

Learners must be a student nurse or licensed RN or LPN/LVN.

It is assumed that the learner is familiar with Internet techniques, such as navigating between pages, following hyperlinks and closing browser windows. Learners must have the appropriate hardware and software in order to fully utilize the course features.

### *Technology Overview*

NCSBN Learning Extension online courses were designed to make learning fun and interactive. Having the appropriate software and hardware will allow the learner to utilize all of the great features of this course.

The GreenLight system requires using Internet Explorer Web browser to access and purchase courses. Pop-up blockers should be turned off and other Internet security software may need to be changed in order for the course to work properly. If necessary, review [technical requirements](#).

## II. Course Policies

---

### Privacy Policy

Learners are required to read and abide by the course end-user license agreement, which outlines policies, including the policy regarding usernames and passwords. Specifically, learners are not allowed to distribute their username and password to give others access to the course. Also included in the end-user license agreement is NCSBN's notice of ownership of copyright and the prohibition against distributing course materials to others.

### Extension Policy

Learners are allowed 3 weeks of access to the course materials. Extra time will not be given to complete the course. Technical problems should be resolved by contacting technical support. Refer to the Help section for more information.

Contact Customer Service at [elearning@ncsbn.org](mailto:elearning@ncsbn.org) or call 312.525.3749 for questions regarding these policies.

## III. Assignments & Grading

---

Learners are expected to complete the reading assignments, tests, and workbook exercises as listed on the course schedule. In order to receive continuing education credit, learners must only complete the posttest, which is in multiple-choice format. This test is the final indicator of the learner's understanding of the course material. Questions are based on the required readings. A certificate of completion will be issued once a score of 75% or higher is achieved on the posttest. The workbook and online interactive quizzes will not be recorded. Learners are strongly encouraged to utilize all of the features of the course to maximize the learning experience.

Some learners may be referred to the course by their board of nursing for disciplinary reasons. To satisfy requirements, learners may be required to present the certificate of completion, completed workbook, and attendance record directly to their board. Board of nursing officials will notify the learner of any required submissions.

## IV. Course Schedule

---

Learners will complete the course materials and accompanying exercises in the order presented below. NCSBN Learning Extension recognizes that some learners may have inflexible schedules due to work or family commitments. This course schedule may be adjusted to meet the needs of the learner.

### Get Started!

Take a mini tour of the course site. Start by reviewing the "Course Tree" on the left. To access a lesson page or test, simply click on its link.

### Introduction

This section provides an overview of the purpose of documentation in the client care environment and outlines other purposes that documentation can serve.

#### *Reading*

Complete the reading for the Introduction (3 pages).

### Section 1: Basic Nursing Skills

#### *Learning Objectives*

- List the multiple purposes for medical record documentation
- Identify documentation requirements noted in the Nurse Practice Act in your state

#### *Reading*

Complete the reading Section 1 (5 pages).

#### *Workbook Exercise*

Complete "Nurse Practice Acts."

## Section 2: Documentation Errors and Omissions

### *Learning Objectives*

- Recognize common documentation errors related to client injury
- Recognize documentation as a critical aspect of client care

### *Reading*

Complete the reading for Section 2 (6 pages).

### *Interactive Case Study*

Complete “Ms. K” interactive case study online, then review the case study and reflect on the material in the workbook.

## Section 3: Documentation Content

### *Learning Objectives*

- Identify characteristics of effective communication
- Describe the role of nursing process in client care documentation
- Identify challenges and advantages of electronic documentation

### *Reading*

Complete the reading for Section 3 (26 pages).

### *Workbook Exercises*

- Complete “The Nursing Process”
- Complete “Perform a Chart Audit”

### *Case Study*

Review the case study, “Mr. Q” on page 13, and complete the exercise in the workbook.

## Section 4: Guidelines for Documentation

### *Learning Objectives*

- Describe documentation errors associated with litigation
- Identify characteristics of effective documentation methods

### *Reading*

Complete the reading for Lesson 4 (10 pages).

### *Workbook Exercises*

- Complete “Ms. G.” and reflect on the information
- (*optional*) Complete “Participate in a Case Review” and reflect on personal experiences

## Section 5: Summary & Review

This section will summarize this course, as well as provide complete lists of references, resources, Links to Knowledge and glossary terms.

### *Reading*

Complete the reading for Lesson 5 (5 pages).

### *Complete the Posttest*

In order to receive contact hours, learners must complete this multiple-choice exam that tests understanding of the course material. Questions are based on the required readings.

### *Complete the Course Evaluation*

NCSBN Learning Extension is always looking for ways to improve the course and feedback is extremely important in this effort. Please remember to fill out the course evaluation form after course completion.

## V. Getting Help/Office Hours

---

### Technical Support

Technical support is available 24/7:

Live Chat: <https://admin.instant-service.com/links/5668/21000>

E-mail: [IS5668\\_21000@is.instant-service.com](mailto:IS5668_21000@is.instant-service.com)

### Customer Service

E-mail: [elearning@ncsbn.org](mailto:elearning@ncsbn.org)

Phone: 312.525.3749 (for general course related or billing questions)

Monday–Friday, 9:00 am–5:00 pm Central