MEDS20005 *Advanced Communication in the Health Professions*
Term 1 - 2017

Profile information current as at 14/05/2024 02:03 pm

All details in this unit profile for MEDS20005 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

This unit provides a structured programme of study facilitating the development of increased competence in the critical application of advanced communication skills in clinical practice. You will learn about the theoretical principles underpinning advanced communication, undertake a review of literature in the field, develop advanced communication skills, and critically reflect on their application, in order to improve the information and support you provide to patients, students, peers and other health professionals. Areas covered will include responding to challenging situations, effective communication with students, self awareness when interacting with patients and report writing.

Details

Career Level: *Postgraduate*
Unit Level: *Level 9*
Credit Points: *6*
Student Contribution Band: *8*
Fraction of Full-Time Student Load: *0.125*

Pre-requisites or Co-requisites

There are no requisites for this unit.
Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the Assessment Policy and Procedure (Higher Education Coursework).

Offerings For Term 1 - 2017

- Distance

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website

This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.

Class and Assessment Overview

Recommended Student Time Commitment
Each 6-credit Postgraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

Regional Campuses

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

Metropolitan Campuses

Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview
1. **Presentation and Written Assessment**
Weighting: 60%
2. **Portfolio**
Weighting: 40%

Assessment Grading
This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the University's Grades and Results Policy for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the CQUniversity Policy site.
You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the CQUniversity Policy site.

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Feedback "have your say"

Feedback
Low students interaction on forums.

Recommendation
The interaction between students can be improved by introducing a group activity or collaborative online tasks.

Action
This year the students were encouraged to post on forums and there was a slight improvement. More group activities will be added next year.

Feedback from Feedback "have your say"

Feedback
Overlapping assessment due dates.

Recommendation
The assessment items can be staggered and due date brought forward to 9-10th week so that students can be given feedback while the course is going on.

Action
The assessment time was staggered with 2 weeks between the assessments. This increased the student satisfaction. This may be continued.

Feedback from Feedback "have your say"

Feedback
Interactive face to face collaborate meetings with the course coordinator.

Recommendation
Collaborate tutorials held every fortnight were helpful and very well received by the students. They should be continued.

Action
The Zoom tutorials were continued and the attendance increased this year.

Feedback from Feedback "have your say"

Feedback
Large amounts of supportive learning resources for assessment, however, there were large volumes of reading required for short time frames.

Recommendation
Although some students considered the reading material too much, most students found them helpful. These should be more targeted and relevant.

Action
Reading and supportive learning resources were reduced this year and is appropriate now.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Critically reflect upon and evaluate your own use of advanced communication within clinical practice.
2. Create reasoned plans for advanced communication in challenging situations based on an analysis of the relevant literature.
3. Apply knowledge of advanced communication to situations involving clients, students and other health professionals and discuss the outcome.
4. Construct written reports which interpret patient findings and discuss recommendations based on information from case studies undertaken .

This masters unit does not lead to entry into the sonography or echocardiography profession. It is for advanced practice by qualified practitioners. As such it does not require external accreditation but we will be seeking approval for the course from the accrediting body, the ASAR.

Alignment of Learning Outcomes, Assessment and Graduate Attributes

— N/A Level	∘ Introductory Level	∘ Intermediate Level	• Graduate Level	∘ Professional Level	∘ Advanced Level

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes			
	1	2	3	4
1 - Presentation and Written Assessment - 60%	•	•	•	
2 - Portfolio - 40%			•	•

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes			
	1	2	3	4
1 - Knowledge	∘	∘	∘	∘
2 - Communication	∘	∘	∘	∘
3 - Cognitive, technical and creative skills	∘	∘	∘	∘
4 - Research		∘		
5 - Self-management	∘			
6 - Ethical and Professional Responsibility	∘	∘	∘	∘
7 - Leadership				
8 - Aboriginal and Torres Strait Islander Cultures				

Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes							
	1	2	3	4	5	6	7	8
1 - Presentation and Written Assessment - 60%	∘	∘	∘	∘	∘	∘		
2 - Portfolio - 40%	∘	∘	∘			∘		

Textbooks and Resources

Textbooks
MEDS20005

Prescribed

Communication - core interpersonal skills for health professionals
3rd edition (2017)
Authors: Gjyn O'Toole
elsevier
Chatswood, NSW 2067 , NSW , Australia
ISBN: 9780729542449
Binding: Paperback

View textbooks at the CQUniversity Bookshop

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

Referencing Style

All submissions for this unit must use the referencing style: American Psychological Association 6th Edition (APA 6th edition)
For further information, see the Assessment Tasks.

Teaching Contacts

Aamer Aziz Unit Coordinator
a.aziz@cqu.edu.au

Schedule

Week 1 - 06 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Welcome to advanced communications in health professions. • Introduction. • Need for effective communication • Therapeutic Communication as applied to Sonographers.	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 8/3/17 - 7:00 pm (AEST Queensland time)

Week 2 - 13 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Communication skills in dealing with patients	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 15/3/17 - 7:00 pm (AEST Queensland time) Start work on Portflio Start work on written assignment

Week 3 - 20 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
The difficult patient	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 22/3/17 - 7:00 pm (AEST Queensland time)

Week 4 - 27 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Communication with other health professionals. • Radiologist • Referrers • Other sonographers • Other health professionals	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 29/3/17 - 7:00 pm (AEST Queensland time)

Week 5 - 03 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Communication with general public, media and specific forums.	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 5/4/17 - 7:00 pm (AEST Queensland time)

Vacation Week - 10 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Revision / self study		

Week 6 - 17 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Communication with students. • Mentoring • Supervision	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 19/4/16 - 7:00 pm (AEST Queensland time)

Week 7 - 24 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Effective communication as a supervisor	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 26/4/17 - 7:00 pm (AEST Queensland time)

Week 8 - 01 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Written communication: • Worksheets • Verbal communication • Duty of care	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 3/5/17 - 7:00 pm (AEST Queensland time)

Week 9 - 08 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Written communication: • Report writing	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 10/5/17 - 7:00 pm (AEST Queensland time)

Week 10 - 15 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Written communication and report writing: • Mandatory reporting • Ethical issues • Legal issues	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 17/5/17 - 7:00 pm (AEST Queensland time) **Portfolio Due Friday (19 May 2017) 05:00 PM AEST** **Portfolio** Due: Week 10 Friday (19 May 2017) 5:00 pm AEST

Week 11 - 22 May 2017

Module/Topic	Chapter	Events and Submissions/Topic

		Tutorial (Zoom) - Wednesday 24/5/17 - 7:00 pm (AEST Queensland time)
Written communication: • Publication • Journal articles • Case reports • Abstracts	Online readings Video Lectures	**Presentation and Written Assessment Due Friday (26 May 2017) 05:00 PM AEST** **Presentation and Written Assessment** Due: Week 11 Friday (26 May 2017) 5:00 pm AEST

Week 12 - 29 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Miscommunication • Resolution of conflicts • Consequences • Case studies	Online readings Video Lectures	Tutorial (Zoom) - Wednesday 31/5/17 - 7:00 pm (AEST Queensland time)

Review/Exam Week - 05 Jun 2017

Module/Topic	Chapter	Events and Submissions/Topic
Revision / Self study		

Exam Week - 12 Jun 2017

Module/Topic	Chapter	Events and Submissions/Topic

Term Specific Information

The unit coordinator for MEDS20005 is Dr. Aamer Aziz who is based on the Mackay campus. The best way to contact Aamer is via email: a.aziz@cqu.edu.au. You may also phone: 07 4940 7478, however some days he is in ultrasound labs on the Mackay campus. If not available, please leave a message or email for him to return your call.

Access to the internet is required to undertake this unit, as unit materials, tutorials and updates will be provided via Moodle, email and zoom. It is important to check your student cqu emails regularly as emails will be sent each week to keep you on track, and if supplementary material is required, this can be updated on Moodle and emails will be sent to you to let you know if any changes have been made.

We are using the prescribed text for this unit:

- O'Toole, Gjyn (2012). *Communication : core interpersonal skills for health professionals* (2nd ed). Chatswood, N.S.W. Elsevier Australia

Tutorials are scheduled throughout the term. These will be undertaken via zoom. Please note these are scheduled for 7:00 pm QLD times on Wednesdays. If there is something you would like discussed at the tutorials, please email in advance so we can allow time for your topic to be discussed.

There is no residential school for this unit. Students must successfully pass each individual assessment item in order to pass the course.

Assessment Tasks

1 Presentation and Written Assessment

Assessment Type
Presentation and Written Assessment

Task Description
Assessment task:
Critically reflect upon and evaluate your own use of advanced communication within clinical practice and create reasoned plans for advanced communication in challenging situations based on an analysis of the relevant literature. Apply knowledge of advanced communication to situations involving clients, students or other health professionals and discuss the outcome.

From your clinical experience take an example of a "difficult patient", a significant interaction with a problem student or

with other health professionals that you have encountered in the past and narrate your interaction and communication. Narrate a significant conversation under the following headings (you can include more headings as you may deem necessary):

- Describe the incident/event - What happened?

- Identify emotions and issues - Why it happened?

- Review the related literature to analyse what happened - Do other people have similar problems?

- Suggest best practice in light of evidence - How did others solve the problem?

- Create a reasoned plan for future communication in similar significant circumstances - How would you deal with it?

This is a written assessment with a maximum of 2000 words.
One part of the assessment is the **presentation**. This can be a short video illustrating an aspect of the assessment (initial incident, final outcome etc). This can be an oral narrative or a role play. Be creative in your presentation. You can also use a voice over power point presentation or any other multimedia format you may find interesting. This is a non-assessable component but is an essential part of the assessment. Written assessments without the presentation component will not be marked. Some of the files may be too big or in a format that cannot be uploaded on the moodle. Please don't leave it to the last moment and give yourself enough time for troubleshooting. If the files cannot be uploaded on the moodle, contact the unit coordinator so that the file can be transferred by other means.

Assessment Due Date
Week 11 Friday (26 May 2017) 5:00 pm AEST
Online submission of all materials

Return Date to Students
Review/Exam Week Friday (9 June 2017)
Assessment returned in 2 weeks after due date

Weighting
60%

Minimum mark or grade
50%

Assessment Criteria
You must ask yourself the following:

- Is the introduction to the case engaging to the audience?

- Is the description of the case clear and concise whilst giving all the relevant background information?

- Have you critically reflected upon and evaluated your own use of advanced communication within clinical practice?

- Does the analysis of the case demonstrate academic rigour, depth and insight?

- Do your reflections on your own performance, practice and any feedback received demonstrate insight? Have you described a plan for performance improvement?

- Have you created reasoned plans for advanced communication in challenging situations based on an analysis of the relevant literature?

- Have you applied knowledge of advanced communication to situations involving clients, students and other health professionals and discussed the outcome of strategies used in the communication? (You may have to apply knowledge of advanced communications to situations involving clients, students and other health professionals. Analyse how you have (or would) initiate the discussion using advanced communication strategies/knowledge/criteria. Evaluate the process and address problems encountered and things you perceived you did well. Discuss the outcome).

- Is the conclusion concise and clear in its evaluation and summary of the significance of the communication pitfalls and in its vision for your performance development?

This assessment must be submitted with all identifying factors removed. Identifying factors include such things as patient name, date of birth and clinical site name for example.
You must achieve a pass mark of 50% to pass this assessment.
Further details and marking rubric are available on the Moodle page.

Referencing Style

- [American Psychological Association 6th Edition (APA 6th edition)](#)

Submission
Online

Learning Outcomes Assessed

- Critically reflect upon and evaluate your own use of advanced communication within clinical practice.
- Create reasoned plans for advanced communication in challenging situations based on an analysis of the relevant literature.
- Apply knowledge of advanced communication to situations involving clients, students and other health professionals and discuss the outcome.

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Self-management
- Ethical and Professional Responsibility

2 Portfolio

Assessment Type
Portfolio

Task Description
You will create a portfolio with two parts. In part 1 on report writing - you will construct written reports which effectively communicate an interpretation of patient findings to referrers and other health professionals. In part 2 on clinical supervision - you will consider the role of the clinical supervisor and strategies for improving student-supervisor relationships.

The portfolio has two parts:
Part 1: Submit 4 normal and 4 abnormal cases with relevant key images, sonographer's worksheet and full written report. The reports should be professional, comprehensive, precise, discuss the clinical indications, relevant history, scanning techniques, imaging findings, probable diagnosis, differential diagnosis, recommendations and advice regarding other imaging modalities (Based on the RANZCR recommendations). You can use cases from your routine clinical practice. Please be sure to anonymise the patients completely.
Part 2: Consider a student you have supervised in your clinical experience. If you have not yet supervised any student consider your own time as a student. Critically evaluate your experience of supervising a student, or being supervised as a student. Discuss the student - supervisor roles, responsibilities and relationship and, based on literature search and evidence base discuss how the student-supervisor relationship can be improved for better outcomes.

Assessment Due Date
Week 10 Friday (19 May 2017) 5:00 pm AEST
Online submission

Return Date to Students
Exam Week Friday (16 June 2017)
Returned in 2 weeks after the due date.

Weighting
40%

Minimum mark or grade
You must obtain a minimum of overall pass mark (50%) to pass this assessment

Assessment Criteria
The Assessment Criteria will address the following areas of your performance:

For Part 1:

- Patient care and communication.
- Knowledge of duty of care and best practice as a sonographer.
- Recognition and understanding of the relevant rules and laws governing effective communication.
- Ability to recognise the need to extend the clinical communication where appropriate.
- Accurate documentation and communication of findings.

For Part 2:

- Understanding of communication requirements when supervising students.
- Detailed literature review of various methods of communication and supervision of students.
- Evidence based strategy for improving supervisor - student relationship.
- Detailed reflection on your own experience as a supervisor / student and insight in the communication.

First part of the assessment (Report writing) carries 40% marks, equally divided in 8 reports (4 normal and 4 abnormal cases - 5% each report).
Second part of the assessment (Student supervision) carries 60% marks.
Detailed Assessment Criteria and marking rubric will be available on this course Moodle site.

Referencing Style

- [American Psychological Association 6th Edition (APA 6th edition)](#)

Submission
Online

Learning Outcomes Assessed

- Apply knowledge of advanced communication to situations involving clients, students and other health professionals and discuss the outcome.
- Construct written reports which interpret patient findings and discuss recommendations based on information from case studies undertaken .

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Ethical and Professional Responsibility

Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the **Student Academic Integrity Policy and Procedure**. This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

What is a breach of academic integrity?
A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

Why is academic integrity important?
A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

Where can I get assistance?
For academic advice and guidance, the Academic Learning Centre (ALC) can support you in becoming confident in completing assessments with integrity and of high standard.

What can you do to act with integrity?

Be Honest
If your assessment task is done by someone else, it would be dishonest of you to claim it as your own

Seek Help
If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)

Produce Original Work
Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem