



# **MEDS20005 Advanced Communication in the Health Professions**

## **Term 1 - 2018**

Profile information current as at 16/05/2024 01:23 am

All details in this unit profile for MEDS20005 have been officially approved by CQUUniversity 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 - 2018

- 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](#).

## Previous Student Feedback

### 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 Student feedback

##### **Feedback**

The tutorial sessions were of great benefit, gave the opportunity to discuss areas uncertain about.

##### **Recommendation**

Zoom tutorial sessions were well appreciated. They need to be continued. One problem was the time of 7 pm AEST which was 5 pm in the west. 2 students could not regularly attend the sessions. It is difficult to choose a time appropriate for students in WA as it would be too late in the east.

#### Feedback from Student feedback

##### **Feedback**

Assessments were marked SUPER FAST well ahead of the date, with great feedback also.

##### **Recommendation**

By staggering the assessment items more time was available for marking and feedback. This may be continued.

#### Feedback from Student feedback

##### **Feedback**

The assessment tasks did not match the marking criteria and need to be better explained.

##### **Recommendation**

The marking criteria and rubric will be improved and better explained.

#### Feedback from Student feedback

##### **Feedback**

The second assessment could probably be submitted before the portfolio (1st assessment) as the course material and discussion about difficult patients was covered early in the term, and the report writing and supervision in the latter half.

##### **Recommendation**

The assessment items will be switched on next offering.

## 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
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### 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

Edition: 3rd (2017)

Authors: Glyn O'Toole

elsevier

Chatswood , NSW , Australia

ISBN: 9780729542449

Binding: Other

[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: [Vancouver](#)

For further information, see the Assessment Tasks.

## Teaching Contacts

**Aamer Aziz** Unit Coordinator

[a.aziz@cqu.edu.au](mailto:a.aziz@cqu.edu.au)

## Schedule

### Week 1 - 05 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
Welcome to advanced communications in health professions. <ul style="list-style-type: none"><li>• Introduction.</li><li>• Need for effective communication</li><li>• Therapeutic communication.</li></ul>	Online readings Video lectures	Tutorial (Zoom) - Wednesday 7/3/18 - 7:00 pm (AEST Queensland time) - <b>Repeat</b> at 7:00 pm (AWST Perth time)

### Week 2 - 12 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
Communication skills in dealing with patients.	Online readings Video lectures	Start work on portfolio Start work on written assignment

### Week 3 - 19 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
The "difficult patient" and breaking bad news.	Online readings Video lectures	Tutorial (Zoom) - Wednesday 21/3/18 - 7:00 pm (AEST Queensland time) - <b>Repeat</b> at 7:00 pm (AWST Perth time)

### Week 4 - 26 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
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Communication with other health professionals.

- Radiologist
- Referrers
- Other sonographers
- Other health professionals

Online readings  
Video lectures

#### Week 5 - 02 Apr 2018

Module/Topic	Chapter	Events and Submissions/Topic
Communication with general public, media and specific forums - ethical and legal issues.	Online readings Video lectures	Tutorial (Zoom) - Wednesday 4/4/18 - 7:00 pm (AEST Queensland time) - <b>Repeat</b> at 7:00 pm (AWST Perth time)

#### Vacation Week - 09 Apr 2018

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

#### Week 6 - 16 Apr 2018

Module/Topic	Chapter	Events and Submissions/Topic
Communication with students. <ul style="list-style-type: none"><li>• Mentoring</li><li>• Supervision</li></ul>	Online readings Video lectures	

#### Week 7 - 23 Apr 2018

Module/Topic	Chapter	Events and Submissions/Topic
Effective communication as a supervisor	Online readings Video lectures	Tutorial (Zoom) - Wednesday 25/4/18 - 7:00 pm (AEST Queensland time) - <b>Repeat</b> at 7:00 pm (AWST Perth time)

#### Week 8 - 30 Apr 2018

Module/Topic	Chapter	Events and Submissions/Topic
Written communication: <ul style="list-style-type: none"><li>• Worksheets</li><li>• Verbal communication</li><li>• Duty of care</li></ul>	Online readings Video lectures	

#### Week 9 - 07 May 2018

Module/Topic	Chapter	Events and Submissions/Topic
Written communication: <ul style="list-style-type: none"><li>• Report writing</li></ul>	Online readings Video lectures	Tutorial (Zoom) - Wednesday 9/5/18 - 7:00 pm (AEST Queensland time) - <b>Repeat</b> at 7:00 pm (AWST Perth time)

#### Week 10 - 14 May 2018

Module/Topic	Chapter	Events and Submissions/Topic
Written communication and report writing: <ul style="list-style-type: none"><li>• Mandatory reporting</li><li>• Ethical issues</li><li>• Legal issues</li></ul>	Online readings Video lectures	<b>Presentation and Written Assessment</b> Due: Week 10 Monday (14 May 2018) 5:00 pm AEST

#### Week 11 - 21 May 2018

Module/Topic	Chapter	Events and Submissions/Topic
Written communication: <ul style="list-style-type: none"><li>• Publication</li><li>• Journal articles</li><li>• Case reports</li><li>• Abstracts</li></ul>	Online readings Video lectures	Tutorial (Zoom) - Wednesday 23/5/18 - 7:00 pm (AEST Queensland time) - <b>Repeat</b> at 7:00 pm (AWST Perth time)

#### Week 12 - 28 May 2018

Module/Topic	Chapter	Events and Submissions/Topic
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- Miscommunication
- Resolution of conflicts
- Consequences
- Case studies

Online readings  
Video lectures

**Portfolio Due:** Week 12 Monday (28 May 2018) 5:00 pm AEST

#### Review/Exam Week - 04 Jun 2018

Module/Topic	Chapter	Events and Submissions/Topic
Revision / Self study		Tutorial (Zoom) - Wednesday 6/6/18 - 7:00 pm (AEST Queensland time) - <b>Repeat</b> at 7:00 pm (AWST Perth time)

#### Exam Week - 11 Jun 2018

Module/Topic	Chapter	Events and Submissions/Topic
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#### Hidden - 18 Jun 2018

Module/Topic	Chapter	Events and Submissions/Topic
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## 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 busy 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 any supplementary material is required, this can be updated on Moodle site 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**

Another book that assists in the understanding of research is:

- **Polga, Stephen and Thomas, Shane A. (2013). *Introduction to research in the Health Sciences* (6th ed). Churchill Livingstone Elsevier.**

Tutorials are scheduled throughout the term. These will be undertaken via zoom. Please note these are scheduled for 7:00 pm AEST QLD time (5:00 pm AWST WA time) on Wednesdays and will be **repeated** on the same day 2 hours later at 9:00 pm AEST QLD time (7:00 pm AWST WA time) . All of the zoom tutorials will be recorded for later viewing but it is strongly recommended that you try to attend the live sessions. If there is something you would like discussed in 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 unit.**

## 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 another health professional 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 limit of 4000 words (including the title and references).

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 audio or video narrative or a role play. You can also use a "voice over powerpoint" presentation or any other multimedia format you may find interesting. Be creative in your presentation. This carries 10 marks and is an essential part of the assessment. 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 minute and give yourself enough time for troubleshooting. If the files cannot be uploaded to the Moodle, contact the unit coordinator so that the file can be transferred by other means.

### Assessment Due Date

Week 10 Monday (14 May 2018) 5:00 pm AEST

Online submission of all materials (or as negotiated with unit coordinator)

### Return Date to Students

Week 12 Monday (28 May 2018)

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?

- Last, but not the least, check the manuscript for spellings, grammar and appropriate use of language. You can take help from academic learning centre.

This assessment must be submitted with all client's identifying factors removed. Identifying factors include such things as patient name, date of birth and clinical site name (or the name of the student or other health practitioners) for example.

You must achieve a pass mark of 50% to pass this assessment, and you must pass this assessment to pass the unit. Further details and marking rubric is available on the Moodle page.

### Referencing Style

- [Vancouver](#)

### Submission

Online

### Submission Instructions

Please contact your unit coordinator for uploading files not supported by Moodle.

### 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 of clinical report writing in this assessment - you will construct written reports which effectively communicate an interpretation of patient findings to referrers and other health professionals.

**Report Writing:** Submit 3 normal and 7 abnormal cases with relevant key images *in jpg format* (not the whole study), 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, or borrow studies from other colleagues. There is no restriction on the type of patients. Please be sure to anonymize the patients completely. At least 2 of the cases should be "Urgent". Please note that these are not "case reports", but clinical interpretative reports that radiologists usually write as a result of a sonographic examination.

### Assessment Due Date

Week 12 Monday (28 May 2018) 5:00 pm AEST

Online submission (or as negotiated with unit coordinator)

### Return Date to Students

Exam Week Monday (11 June 2018)

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:

- 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 recognize the need to extend the clinical communication where appropriate.
- Accurate documentation and communication of findings.

Please check the manuscript for spelling and grammar mistakes and make sure that appropriate language has been used.

Marks are equally divided into 10 reports (3 normal and 7 abnormal cases - 10% each report).

Detailed Assessment Criteria and marking rubric will be available on this Unit's Moodle site.

### **Referencing Style**

- [Vancouver](#)

### **Submission**

Online

### **Submission Instructions**

Please contact the unit coordinator if the files cannot be uploaded on Moodle site.

### **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