MEDS20005 *Advanced Communication in the Health Professions*

Term 2 - 2020

Profile information current as at 01/05/2024 06:26 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 2 - 2020

- Online

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 "Have your say" feedback

Feedback

Students appreciated interacting with the coordinator and students during the tutorials.

Recommendation

Zoom tutorials may be increased in frequency with more interactive content.

Feedback from In class zoom tutorial feedback

Feedback

The assessment for report writing was very interesting and feedback helped learning

Recommendation

Continue with similar assessment strategy.

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

There are no required textbooks.

Additional Textbook Information
There are no prescribed textbook for this unit. Students are required to listen to lectures and read the suggested articles in the e-reading list.

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

Afrooz Najafzadeh Abriz Unit Coordinator
a.najafzadehabriz@cqu.edu.au

Schedule

Week 1 - 13 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
The Art of Communication Verbal and non-verbal communication Models of verbal communication Vocal Communication	Recorded Lectures Lecture slides e-reading list	Zoom tutorial, date and time TBC.

Week 2 - 20 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
Effective Communication with Patients Therapeutic Communication Communication in challenging situations	Recorded Lectures Lecture slides e-reading list	

Week 3 - 27 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
Communication of results to patients Communication of unexpected findings to patients Communication of bad news to obstetric patients	Recorded Lectures Lecture slides e-reading list	Zoom tutorial, date and time TBC.

Week 4 - 03 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic

Communication with other healthcare
professionals
Effective communication in teamwork
Belbin team roles
Effective communication in
collaborative healthcare
Effective communication in conflict
resolution

Recorded Lectures
Lecture slides
e-reading list

Week 5 - 10 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Effective communication between educators and students Learning Styles Teaching Styles	Recorded Lectures Lecture slides e-reading list	Zoom tutorial, date and time TBC.

Vacation Week - 17 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Break Week		

Week 6 - 24 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Communication of results in Radiology Informed written consent ISBAR in Radiology Artificial Intelligence Written Reports	Recorded Lectures Lecture slides e-reading list	

Week 7 - 31 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Communication of ultrasound results by Sonographers Informed consent Parental-fetal bonding Worksheets Written Reports	Recorded Lectures Lecture slides e-reading list	

Week 8 - 07 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Revision Week	No new topics are introduced this week. Concentrate on completing the first assessment.	Zoom tutorial, date and time TBC. **Effective Communication in Challenging Situations** Due: Week 8 Friday (11 Sept 2020) 2:00 pm AEST

Week 9 - 14 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Communication of Health Information by the media Newspapers, TV Internet Social Media	Recorded Lectures Lecture slides e-reading list	

Week 10 - 21 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Health Communication in Pandemics Persuasive Communication Contact Tracing	Recorded Lectures Lecture slides e-reading list	

Week 11 - 28 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic

| Propaganda model of communication
Health Promotion
Persuasive model of communication | Recorded Lectures
Lecture slides
e-reading list | Zoom tutorial, date and time TBC. |

Week 12 - 05 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic
Revision Week	No new topics are introduced this week. Concentrate on completing the second assessment.	**A portfolio of formal written reports of sonographic findings** Due: Week 12 Friday (9 Oct 2020) 2:00 pm AEST

Review/Exam Week - 12 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic
No Exams are scheduled for this unit.		

Exam Week - 19 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic
No Exams are scheduled for this unit.		

Term Specific Information

The unit coordinator for this unit is Dr Afrooz Najafzadeh Abriz.
Afrooz is based in the Perth campus. The best way to contact Afrooz is via e-mail: a.najafzadehabriz@cqu.edu.au
Although there are no prescribed textbooks for this unit, a comprehensive collection of research articles and e-books can be accessed via the unit's e-reading list. Pre-recorded lectures are also available each week.
It is important to regularly check your student e-mail inbox, as important information about the unit are regularly communicated via e-mail.

Assessment Tasks

1 Effective Communication in Challenging Situations

Assessment Type
Presentation and Written Assessment

Task Description
Interactions in healthcare can often be challenging due to environmental factors, workload, information overload, time

pressures, poor communication, challenging colleagues, students or patients. Communication and listening skills are

essential for every interaction to be effective.

There are two parts to this assessment: A written component and a video presentation.

Part 1- Written component (80% of the mark)
You are required to write a 2000 word essay in which you will critically reflect on your own effective communication skills in a challenging situation related to your professional or clinical environment. This may include an interaction with a client, patient (e.g. interaction with an angry patient or when delivering unexpected news to a patient),a problem student, a colleague or other health professionals.
This essay will narrate the significant conversation/interaction and include a description of the incident/event (what happened?) and the emotions and issues involved (why it happened?), the communication style used and the outcome of the event.
The essay will include a reflection of the event, any pitfalls that occurred, a review of related literature and provide a suggestion of best practice in the situation in light of evidence (how did others solve the problem?).
You will then create a reasoned plan for future communication in similar significant circumstances (how would you deal with this situation in the future informed by your reflection and literature findings?).
The 2000 word limit excludes the title, headings, footnotes, figure legends and references.

Part 2- Video Presentation (20% of the mark)
You are required to provide a 5 to 10-minute video presentation, where you discuss one aspect of

communication related to your chosen challenging situation outlined in your essay. You will summarise your reasoned plan focussing on one aspect of your communication (initial conversation, the outcome etc.). You can include a role play within this presentation if you wish.

To submit the video presentation you will need to create an unlisted YouTube account and upload your recorded video on your YouTube channel.

The link to the YouTube video address should be provided at the end of the written component of the assessment (before the references).

Assessments without the recorded video will be marked as FAIL.

A detailed instruction and a marking rubric are available on the Moodle page.

Assessment Due Date
Week 8 Friday (11 Sept 2020) 2:00 pm AEST
The written assessment including the link to the video is due at 02:00 p.m. on Friday 11th of September 2020. Late submissions (without prior approval of extension) will be subject to deduction of 5% overall marks per 24 hours delay.

Return Date to Students
Week 10 Friday (25 Sept 2020)
The assessment mark, a detailed feedback and a marking rubric will be provided for students on Moodle.

Weighting
60%

Minimum mark or grade
50%

Assessment Criteria
The submission will be assessed with particular reference to the following:

- Engaging introduction
- Clear and concise description of scenario and outcome
- Critical reflection and evaluation of advanced communication skills
- Future plans for advanced communication based on an analysis of relevant literature
- Convincing argument regarding chosen style of communication
- Reflective thinking regarding communication skills used
- Clear conclusion
- Adherence to academic writing conventions
- Correct portrayal of an aspect of challenging communication in video presentation using appropriate language

Referencing Style

- Vancouver

Submission
Online

Submission Instructions
Only one Word document to be uploaded on Moodle for the written component which should include the link to the YouTube video address. The file name should contain the student's name. Video files should not be uploaded on 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 A portfolio of formal written reports of sonographic findings

Assessment Type
Portfolio

Task Description
For this assessment, a portfolio of four written ultrasound reports related to four separate complex clinical cases in which a sonographic examination was conducted by you from your routine clinical practice will be presented.
The chosen clinical cases need to demonstrate at least one ultrasound diagnosed pathology.
Each clinical case must include:

- The referral form (completely anonymised with patient's and referrer's details removed),
- Relevant ultrasound images
- Completed sonographer worksheet
- Written sonographic report (one created by the radiologist and one created by yourself) including examples of a structured and unstructured format
- Any further investigations required
- Where relevant, a differential diagnosis must be included

The portfolio will include a reflection on the writing experience and learning points that can enhance your use of sonographic report writing in the future.

Assessment Due Date
Week 12 Friday (9 Oct 2020) 2:00 pm AEST
The portfolio is due at 02:00 p.m. on Friday 9th of October 2020. Late submissions (without prior approval of extension) will be subject to deduction of 5% overall marks per 24 hours delay.

Return Date to Students
Exam Week Friday (23 Oct 2020)

Weighting
40%

Minimum mark or grade
50%

Assessment Criteria
The Assessment Criteria will address the following:

- Student's knowledge of duty of care and best practice as a sonographer.

- Recognition and understanding of the relevant guidelines and laws governing communication of radiological findings.

- Evidence based best practice should be referred to when completing the portfolio.

- Any resources should be clearly cited using Vancouver style of in-text and end-text referencing.

- Accurate documentation and communication of findings following the recommended guidelines.

- The reports should be written in an appropriate language and be free of any spelling and grammatical errors.

- Detailed Assessment Criteria and marking rubric are available on this Unit's Moodle page.

- Each report accounts for 25% of the total mark.

- The pass mark is 50%

- This assessment account for 40% of your total unit grade.

Referencing Style

- [Vancouver](#)

Submission
Online

Submission Instructions
The portfolio should be submitted as one Word document including images. The file name should include the student's name.

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