



# MEDI834

## Communication

SM1 Day 2016

*School of Advanced Medicine*

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## General Information

Unit convenor and teaching staff

Unit convenor

Sarah White

[sarah.white@mq.edu.au](mailto:sarah.white@mq.edu.au)

F10A

By appointment

Panos Vlachopoulos

[panos.vlachopoulos@mq.edu.au](mailto:panos.vlachopoulos@mq.edu.au)

Credit points

4

Prerequisites

Admission to MMed or MSurg or DClinPrac or DAdvMed or DAdvSurg or MAdvMed or MAdvSurg or GradDipSpMed or GradDipSpSurg

Corequisites

Co-badged status

Unit description

Communication is central to the provision of safe and effective health care. In this unit, we consider the range of communicative activities in medicine including doctor-patient communication, supervision, inter-professional communication, clinical handover and open disclosure. Grounded in the core principles of skilled communication, we extend student knowledge through role play and ethnography and building on their clinical experiences to further develop and practice skills in the different aspects of clinical communication.

## Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at <https://www.mq.edu.au/study/calendar-of-dates>

## Learning Outcomes

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

- Illustrate the importance and implications of communication on effective clinical practice
- Examine the core principles of skilled communication
- Communicate effectively in a variety of clinical situations
- Manage uncertainty in communicating with patients and colleagues in difficult

circumstances

Complete clinical documentation clearly and effectively

Identify techniques for supervising and giving feedback to junior colleagues

Reflect and evaluate competence and performance in clinical communication

## Assessment Tasks

Name	Weighting	Due
<u>Reflection</u>	10%	Week 6
<u>Literature Review</u>	20%	Week 8
<u>Quizzes</u>	10%	Week 13
<u>Written assessment</u>	60%	Week 13

### Reflection

Due: **Week 6**

Weighting: **10%**

Students will write a reflection based on a personal experience in communication in a clinical context either as a patient or as a family member.

On successful completion you will be able to:

- Illustrate the importance and implications of communication on effective clinical practice
- Communicate effectively in a variety of clinical situations
- Manage uncertainty in communicating with patients and colleagues in difficult circumstances
- Complete clinical documentation clearly and effectively
- Reflect and evaluate competence and performance in clinical communication

### Literature Review

Due: **Week 8**

Weighting: **20%**

Students will write a 1500-2000 word critical literature review focusing on their choice of clinical communication topic such as handover, assessment, education, doctor-patient interaction or other topic as approved by the unit convenor.

On successful completion you will be able to:

- Examine the core principles of skilled communication

## Quizzes

Due: **Week 13**

Weighting: **10%**

Students will complete fortnightly quizzes based on online activities, including talk to the expert videos and readings.

On successful completion you will be able to:

- Illustrate the importance and implications of communication on effective clinical practice
- Examine the core principles of skilled communication
- Communicate effectively in a variety of clinical situations
- Manage uncertainty in communicating with patients and colleagues in difficult circumstances
- Complete clinical documentation clearly and effectively
- Identify techniques for supervising and giving feedback to junior colleagues

## Written assessment

Due: **Week 13**

Weighting: **60%**

Students will complete a written or multi-media assessment task based on learning from the unit including the literature review. The task will also include a 1000-1500 word rationale. Examples of tasks include the development of an observational assessment tool, a guide for supervisors giving feedback on communication, a simulation scenario, an extended research proposal. The plan for this task must be submitted by Week 5 for approval.

On successful completion you will be able to:

- Illustrate the importance and implications of communication on effective clinical practice
- Examine the core principles of skilled communication

## Delivery and Resources

The unit will consist of online learning activities delivered through iLearn in addition to six two hour tutorials.

## Unit Schedule

There are six face-to-face tutorials in addition to online learning activities and assessments. These are scheduled on the following Tuesdays from 8am to 10am at F10A or via tele/video conference:

- 19 January

- 2 February
- 16 February
- 15 March
- 29 March
- 12 April

## Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central](#). Students should be aware of the following policies in particular with regard to Learning and Teaching:

Academic Honesty Policy [http://mq.edu.au/policy/docs/academic\\_honesty/policy.html](http://mq.edu.au/policy/docs/academic_honesty/policy.html)

**New Assessment Policy in effect from Session 2 2016** [http://mq.edu.au/policy/docs/assessment/policy\\_2016.html](http://mq.edu.au/policy/docs/assessment/policy_2016.html). For more information visit [http://students.mq.edu.au/events/2016/07/19/new\\_assessment\\_policy\\_in\\_place\\_from\\_session\\_2/](http://students.mq.edu.au/events/2016/07/19/new_assessment_policy_in_place_from_session_2/)

Assessment Policy prior to Session 2 2016 <http://mq.edu.au/policy/docs/assessment/policy.html>

Grading Policy prior to Session 2 2016 <http://mq.edu.au/policy/docs/grading/policy.html>

Grade Appeal Policy <http://mq.edu.au/policy/docs/gradeappeal/policy.html>

Complaint Management Procedure for Students and Members of the Public [http://www.mq.edu.au/policy/docs/complaint\\_management/procedure.html](http://www.mq.edu.au/policy/docs/complaint_management/procedure.html)

Disruption to Studies Policy [http://www.mq.edu.au/policy/docs/disruption\\_studies/policy.html](http://www.mq.edu.au/policy/docs/disruption_studies/policy.html) *The Disruption to Studies Policy is effective from March 3 2014 and replaces the Special Consideration Policy.*

In addition, a number of other policies can be found in the [Learning and Teaching Category](#) of Policy Central.

## Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: [https://students.mq.edu.au/support/student\\_conduct/](https://students.mq.edu.au/support/student_conduct/)

## Results

Results shown in *iLearn*, or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in [eStudent](#). For more information visit [ask.mq.edu.au](http://ask.mq.edu.au).

### Internal FMHS School of Medicine Procedures:

#### Code of conduct

Students enrolled in medicine programs who are also working or observing in Macquarie University Hospital are subject to the Hospital's Code of Conduct.

## Attendance requirements

Students are required to attend a minimum of 80% of classes and other scheduled learning activities, such as clinics, journal clubs and unit meetings, unless special consideration is granted by the unit convenor. If a student does not attend a minimum of 80% of classes, he/she may not be able to pass the unit.

## Penalties for late submissions

Late submissions will be penalised unless special consideration is granted by the unit convenor. The penalty is 10% per week or part thereof.

You must complete all assessment tasks to pass the unit.

## Student Support

Macquarie University provides a range of support services for students. For details, visit <http://students.mq.edu.au/support/>

## Learning Skills

Learning Skills ([mq.edu.au/learningskills](http://mq.edu.au/learningskills)) provides academic writing resources and study strategies to improve your marks and take control of your study.

- [Workshops](#)
- [StudyWise](#)
- [Academic Integrity Module for Students](#)
- [Ask a Learning Adviser](#)

## Student Services and Support

Students with a disability are encouraged to contact the [Disability Service](#) who can provide appropriate help with any issues that arise during their studies.

## Student Enquiries

For all student enquiries, visit Student Connect at [ask.mq.edu.au](http://ask.mq.edu.au)

## IT Help

For help with University computer systems and technology, visit [http://www.mq.edu.au/about\\_us/offices\\_and\\_units/information\\_technology/help/](http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/).

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#). The policy applies to all who connect to the MQ network including students.

## Graduate Capabilities

### PG - Capable of Professional and Personal Judgment and Initiative

Our postgraduates will demonstrate a high standard of discernment and common sense in their

professional and personal judgment. They will have the ability to make informed choices and decisions that reflect both the nature of their professional work and their personal perspectives.

This graduate capability is supported by:

### **Learning outcomes**

- Illustrate the importance and implications of communication on effective clinical practice
- Communicate effectively in a variety of clinical situations
- Manage uncertainty in communicating with patients and colleagues in difficult circumstances
- Complete clinical documentation clearly and effectively

### **Assessment tasks**

- Reflection
- Quizzes

## **PG - Discipline Knowledge and Skills**

Our postgraduates will be able to demonstrate a significantly enhanced depth and breadth of knowledge, scholarly understanding, and specific subject content knowledge in their chosen fields.

This graduate capability is supported by:

### **Learning outcomes**

- Illustrate the importance and implications of communication on effective clinical practice
- Examine the core principles of skilled communication
- Communicate effectively in a variety of clinical situations
- Identify techniques for supervising and giving feedback to junior colleagues

### **Assessment tasks**

- Reflection
- Literature Review
- Quizzes
- Written assessment

## **PG - Critical, Analytical and Integrative Thinking**

Our postgraduates will be capable of utilising and reflecting on prior knowledge and experience, of applying higher level critical thinking skills, and of integrating and synthesising learning and knowledge from a range of sources and environments. A characteristic of this form of thinking is the generation of new, professionally oriented knowledge through personal or group-based critique of practice and theory.

This graduate capability is supported by:

## Learning outcomes

- Examine the core principles of skilled communication
- Communicate effectively in a variety of clinical situations
- Manage uncertainty in communicating with patients and colleagues in difficult circumstances
- Complete clinical documentation clearly and effectively
- Identify techniques for supervising and giving feedback to junior colleagues
- Reflect and evaluate competence and performance in clinical communication

## Assessment tasks

- Reflection
- Literature Review
- Quizzes
- Written assessment

## PG - Research and Problem Solving Capability

Our postgraduates will be capable of systematic enquiry; able to use research skills to create new knowledge that can be applied to real world issues, or contribute to a field of study or practice to enhance society. They will be capable of creative questioning, problem finding and problem solving.

This graduate capability is supported by:

## Learning outcome

- Examine the core principles of skilled communication

## Assessment tasks

- Literature Review
- Quizzes
- Written assessment

## PG - Effective Communication

Our postgraduates will be able to communicate effectively and convey their views to different social, cultural, and professional audiences. They will be able to use a variety of technologically supported media to communicate with empathy using a range of written, spoken or visual formats.

This graduate capability is supported by:



## Learning outcomes

- Examine the core principles of skilled communication
- Communicate effectively in a variety of clinical situations
- Manage uncertainty in communicating with patients and colleagues in difficult circumstances
- Complete clinical documentation clearly and effectively
- Identify techniques for supervising and giving feedback to junior colleagues
- Reflect and evaluate competence and performance in clinical communication

## Assessment tasks

- Reflection
- Literature Review
- Quizzes
- Written assessment

## PG - Engaged and Responsible, Active and Ethical Citizens

Our postgraduates will be ethically aware and capable of confident transformative action in relation to their professional responsibilities and the wider community. They will have a sense of connectedness with others and country and have a sense of mutual obligation. They will be able to appreciate the impact of their professional roles for social justice and inclusion related to national and global issues

This graduate capability is supported by:

### Learning outcome

- Reflect and evaluate competence and performance in clinical communication

### Assessment task

- Reflection