



PHTY8207

Healthcare Complexity and Physiotherapy

Session 1, In person-scheduled-infrequent, North Ryde 2023

Department of Health Sciences

Contents

<u>General Information</u>	2
<u>Learning Outcomes</u>	3
<u>General Assessment Information</u>	3
<u>Assessment Tasks</u>	5
<u>Delivery and Resources</u>	8
<u>Policies and Procedures</u>	9

Disclaimer

Macquarie University has taken all reasonable measures to ensure the information in this publication is accurate and up-to-date. However, the information may change or become out-dated as a result of change in University policies, procedures or rules. The University reserves the right to make changes to any information in this publication without notice. Users of this publication are advised to check the website version of this publication [or the relevant faculty or department] before acting on any information in this publication.

General Information

Unit convenor and teaching staff

Unit convenor

Verity Pacey

verity.pacey@mq.edu.au

Email for consultation

Academic mentor

Kelly Gray

kelly.gray@mq.edu.au

Email for consultation

Academic mentor

Cliffton Chan

cliffton.chan@mq.edu.au

Email for consultation

Academic mentor

Joanne Glinsky

joanne.glinsky@mq.edu.au

Email for consultation

Credit points

10

Prerequisites

(PHTY808 or PHTY8200) and (PHTY809 or PHTY8201) and (PHTY810 or PHTY8202) and (PHTY811 or PHTY8203)

Corequisites

Co-badged status

Unit description

The unit will focus on addressing patient-centred care in the context of complex health systems whilst considering the translation of evidence into clinical practice. You will explore the interaction of systems, people and services in the development and delivery of high quality and safe healthcare, and develop knowledge of the governance of healthcare and the skills to evaluate and enhance healthcare. This will extend your research skills to identify issues relevant to, and pose potential solutions for, contemporary physiotherapy practice. An integrated clinical component is incorporated within the unit allowing you an opportunity to apply your knowledge and skills to real world scenarios.

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:

ULO1: Analyse the quality of healthcare services, including consideration of accessibility, appropriateness, timeliness, efficiency, effectiveness, and safety. (Engaged Global Citizen)

ULO2: Apply a systems thinking approach and appropriate methodology to analyse, evaluate and generate potential innovative solutions to complex health care problems across diverse settings. (Engaged Global Citizen)

ULO3: Describe the role of governance within a complex system, and the role of policy and procedure in assuring and enhancing healthcare quality across diverse settings. (Engaged Global Citizen)

ULO4: Communicate effectively with others to optimise the quality of services aimed at enhancing health and wellbeing across contemporary physiotherapy settings, such as those associated with work and recreation. (Professional)

General Assessment Information

To pass this unit, you must have demonstrated sufficient evidence of achievement of the unit learning outcomes and obtained a minimum pass grade for the clinical placement logbook assessment as this is a hurdle assessment.

Grade descriptors and other information concerning grading are contained in the [Macquarie University Assessment Policy](#).

All final grades are determined by a grading committee, in accordance with the Macquarie

University Assessment Policy, and are not the sole responsibility of the Unit Convenor.

Students will be awarded a final grade and a mark which must correspond to the grade descriptors specified in the [Assessment Procedure](#) (clause 128).

To pass this unit, you must demonstrate sufficient evidence of achievement of the learning outcomes, meet any ungraded requirements, and achieve a final mark of 50 or better.

Further details for each assessment task will be available on iLearn.

Grading of Assessments

You will receive a grade for each assessment within this unit. The grades awarded will reflect a holistic evaluation of the work against the criteria outlined within the corresponding assessment rubric. Numerical marks will be calculated for each assessment based on the following percentages, and rounded to the nearest full mark:

- High distinction (HD) – 95%
- Distinction (D) – 80%
- Credit (C) – 70%
- Pass (P) – 60%
- Pass minus (P-) - 50%
- Fail (F) – 40%

Submission of an incomplete assessment task may result in the Fail (F) grade to be awarded a numerical grade below 40%.

Hurdle Assessment

The PHTY8207 Clinical Placement logbook is a hurdle assessment task. A hurdle requirement is an activity for which a minimum level of performance or participation is a condition of passing the unit in which it occurs. A student who has obtained a SNG over 50, yet failed the hurdle assessment, fails the unit. Please see Macquarie University's [assessment policy](#) for more information about hurdle assessment tasks.

Extensions for Assessment Tasks

Applications for assessment task extensions may be considered for short-term, unexpected, serious, and unavoidable circumstances affecting assessment. Applications must be submitted via www.ask.mq.edu.au. For further details please refer to the [Special Considerations Policy](#). You can also find out more on the MQ Student Portal at the following link: <https://students.mq.edu.au/study/assessment-exams/special-consideration>

Should you encounter any personal issues or concerns in regard to health and wellbeing during your studies you can also gain personal support and advice on campus. Please see the following link for further information: <https://students.mq.edu.au/support/personal>

Late Submissions

Unless a Special Consideration request has been submitted and approved, a 5% penalty (OF THE TOTAL POSSIBLE MARK) will be applied each day a written assessment is not submitted,

up until the 7th day (including weekends). After the 7th day, a grade of '0' will be awarded even if the assessment is submitted. Submission time for all written assessments is set at 11.55pm. A 1-hour grace period is provided to students who experience a technical concern.

For example:

Number of days (hours) late	Total Possible Marks	Deduction	Raw mark	Final mark
1 day (1-24 hours)	100	5	75	70
2 days (24-48 hours)	100	10	75	65
3 days (48-72 hours)	100	15	75	60
7 days (144-168 hours)	100	35	75	40
>7 days (>168 hours)	100	-	75	0

For any late submissions of time-sensitive tasks, such as scheduled tests/exams, performance assessments/presentations, and/or scheduled practical assessments/labs, students need to submit an application for Special Consideration.

Assessment Tasks

Name	Weighting	Hurdle	Due
<u>Scenario - quality evaluation and communication</u>	50%	No	Week 4
<u>Quality Improvement Plan</u>	50%	No	Week 14
<u>Placement log book</u>	0%	Yes	Week 14

Scenario - quality evaluation and communication

Assessment Type ¹: Practice-based task

Indicative Time on Task ²: 25 hours

Due: **Week 4**

Weighting: **50%**

In small groups, you will analyse a scenario of a complaint within a health care service in relation to the domains of quality and organisational governance. You will then individually communicate effectively and professionally with key stakeholders within the scenario to enhance healthcare service delivery.

On successful completion you will be able to:

- Analyse the quality of healthcare services, including consideration of accessibility, appropriateness, timeliness, efficiency, effectiveness, and safety. (Engaged Global Citizen)
- Apply a systems thinking approach and appropriate methodology to analyse, evaluate and generate potential innovative solutions to complex health care problems across diverse settings. (Engaged Global Citizen)
- Describe the role of governance within a complex system, and the role of policy and procedure in assuring and enhancing healthcare quality across diverse settings. (Engaged Global Citizen)
- Communicate effectively with others to optimise the quality of services aimed at enhancing health and wellbeing across contemporary physiotherapy settings, such as those associated with work and recreation. (Professional)

Quality Improvement Plan

Assessment Type ¹: Practice-based task

Indicative Time on Task ²: 30 hours

Due: **Week 14**

Weighting: **50%**

You will present a detailed written plan for a quality improvement project associated with your experiences on your workplace or sports placement

On successful completion you will be able to:

- Analyse the quality of healthcare services, including consideration of accessibility, appropriateness, timeliness, efficiency, effectiveness, and safety. (Engaged Global Citizen)
- Apply a systems thinking approach and appropriate methodology to analyse, evaluate and generate potential innovative solutions to complex health care problems across diverse settings. (Engaged Global Citizen)
- Describe the role of governance within a complex system, and the role of policy and procedure in assuring and enhancing healthcare quality across diverse settings. (Engaged Global Citizen)
- Communicate effectively with others to optimise the quality of services aimed at enhancing health and wellbeing across contemporary physiotherapy settings, such as

those associated with work and recreation. (Professional)

Placement log book

Assessment Type ¹: Log book

Indicative Time on Task ²: 2 hours

Due: **Week 14**

Weighting: **0%**

This is a hurdle assessment task (see [assessment policy](#) for more information on hurdle assessment tasks)

You will submit a logbook briefly describing your experiences and hours accrued during placements.

On successful completion you will be able to:

- Analyse the quality of healthcare services, including consideration of accessibility, appropriateness, timeliness, efficiency, effectiveness, and safety. (Engaged Global Citizen)
- Apply a systems thinking approach and appropriate methodology to analyse, evaluate and generate potential innovative solutions to complex health care problems across diverse settings. (Engaged Global Citizen)
- Describe the role of governance within a complex system, and the role of policy and procedure in assuring and enhancing healthcare quality across diverse settings. (Engaged Global Citizen)
- Communicate effectively with others to optimise the quality of services aimed at enhancing health and wellbeing across contemporary physiotherapy settings, such as those associated with work and recreation. (Professional)

¹ If you need help with your assignment, please contact:

- the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
- the [Writing Centre](#) for academic skills support.

² Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

Delivery and Resources

Assumed knowledge

This unit builds and integrates material from previous semesters, particularly clinical placements and evidence-based healthcare.

Learning and teaching strategy

This unit encompasses an active learning approach where you will be expected to purposefully engage in enhancing your own learning experience. Online modules will provide content and also incorporate interactive activities such as quizzes and forums. Online module content will be further built upon in tutorials. The teaching approach will be based on you developing a deep understanding of the principles and the ability to independently think critically and solve problems, with additional support through academic mentorship. The face-to-face teaching time within this unit is less than within previous units, with an expectation that you will engage more independently in your learning as well as integrating learning from the clinical experiences undertaken as part of this unit.

Unit organisation

This is a ten credit point unit run over the session. Within this session there will be approximately 13 hours of online content for you to work through independently, including preparatory activities for your tutorials. There is a 2 hr tutorial in Week 2 and Week 8, 2 hrs assessment preparation in Week 3 and 3 hours of academic mentorship available to support understanding of content and application to assessments. Furthermore, there are 70 hours of integrated clinical experiences in sports and workplace settings, with these experiences being imperative to the understanding of systems complexity. Further information is available in iLearn.

Attendance

In the Faculty of Medicine, Health & Human Sciences professionalism is a key capability embedded in all our programs. As part of developing professionalism, Faculty of Medicine, Health & Human Sciences students are expected to attend all small group interactive sessions including tutorials, clinical and laboratory practical sessions.

All tutorials, workshops and academic mentor sessions are scheduled in your individual timetable. The timetable for classes can be found on the University web site at: <http://www.timetables.mq.edu.au/>. You may make a request to your tutor to attend a different tutorial on a one-off basis for extenuating circumstances.

Failure to attend any learning and teaching activities, including tutorials, workshops and academic mentorship sessions, may impact your final results. It is your responsibility to contact the unit convenor by email to inform tutors if you are going to be absent.

Unit materials and readings

There is no compulsory textbook for this unit. Resources enhancing the content of this unit will be referred to throughout the unit and will come from a range of sources, including government reports, journal articles, and multimedia sources. Specific information will be provided on the unit iLearn site.

Technology and equipment

On-campus

Teaching rooms are equipped with state of art audio-visual and ICT equipment including iPads, internet connection, high quality video cameras and multiple LCD screens.

Off-campus

To study optimally when off campus you will need to have access to a reliable internet connection to retrieve unit information & at times to submit assessment tasks via iLearn.

Consultation with staff

All staff will be available for individual consultation. See iLearn for contact details.

Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central \(https://policies.s.mq.edu.au\)](https://policies.s.mq.edu.au). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- [Academic Appeals Policy](#)
- [Academic Integrity Policy](#)
- [Academic Progression Policy](#)
- [Assessment Policy](#)
- [Fitness to Practice Procedure](#)
- [Assessment Procedure](#)
- [Complaints Resolution Procedure for Students and Members of the Public](#)
- [Special Consideration Policy](#)

Students seeking more policy resources can visit [Student Policies \(https://students.mq.edu.au/support/study/policies\)](https://students.mq.edu.au/support/study/policies). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

To find other policies relating to Teaching and Learning, visit [Policy Central \(https://policies.mq.edu.au\)](https://policies.mq.edu.au) and use the [search tool](#).

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: <https://students.mq.edu.au/admin/other-resources/student-conduct>

Results

Results published on platform other than [eStudent](#), (eg. iLearn, Coursera etc.) 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 or if you are a Global MBA student contact globalmba.support@mq.edu.au

Academic Integrity

At Macquarie, we believe [academic integrity](#) – honesty, respect, trust, responsibility, fairness and courage – is at the core of learning, teaching and research. We recognise that meeting the expectations required to complete your assessments can be challenging. So, we offer you a range of resources and services to help you reach your potential, including free [online writing and maths support](#), [academic skills development](#) and [wellbeing consultations](#).

Student Support

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

The Writing Centre

[The Writing Centre](#) provides resources to develop your English language proficiency, academic writing, and communication skills.

- [Workshops](#)
- [Chat with a WriteWISE peer writing leader](#)
- [Access StudyWISE](#)
- [Upload an assignment to Studiosity](#)
- [Complete the Academic Integrity Module](#)

The Library provides online and face to face support to help you find and use relevant information resources.

- [Subject and Research Guides](#)
- [Ask a Librarian](#)

Student Services and Support

Macquarie University offers a range of [Student Support Services](#) including:

- [IT Support](#)
- [Accessibility and disability support](#) with study

- Mental health [support](#)
- [Safety support](#) to respond to bullying, harassment, sexual harassment and sexual assault
- [Social support including information about finances, tenancy and legal issues](#)
- [Student Advocacy](#) provides independent advice on MQ policies, procedures, and processes

Student Enquiries

Got a question? Ask us via [AskMQ](#), or contact [Service Connect](#).

IT Help

For help with University computer systems and technology, visit 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.