School of Nursing

NMIH101: Effective Communication in Health Care Relationships

Subject Outline
Autumn, 2016
On-Campus
Wollongong/Southern Sydney /Shoalhaven / Batemans Bay / Bega

Subject Information
Credit Points: 6
Pre-requisite(s): Nil
Co-requisite(s): Nil
Restrictions: Nil
Contact Hours: 2 hours lectures (online), 2 hours tutorial per week

Subject Contacts

Joint Subject Coordinator/Lecturer

<table>
<thead>
<tr>
<th>Name:</th>
<th>Ms Natalie Cutler</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>Wollongong Campus, Building 41, Room 110</td>
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<td>Telephone:</td>
<td>61 2 4221 4278</td>
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<tr>
<td>Email:</td>
<td><a href="mailto:natalie_cutler@uow.edu.au">natalie_cutler@uow.edu.au</a></td>
</tr>
<tr>
<td>Consultation mode and times:</td>
<td>Email for appointment or Day, Time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>Mr Roy Brown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>Wollongong, Building 41, Room 115</td>
</tr>
<tr>
<td>Telephone:</td>
<td>61 2 4221 3227</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:roy_brown@uow.edu.au">roy_brown@uow.edu.au</a></td>
</tr>
<tr>
<td>Consultation mode and times:</td>
<td>Email for appointment</td>
</tr>
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</table>

Lecturer

<table>
<thead>
<tr>
<th>Name:</th>
<th>Kay Crookes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>Wollongong Campus, Building 41, Room 214</td>
</tr>
<tr>
<td>Telephone:</td>
<td>61 2 4221 3569</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:kay_crookes@uow.edu.au">kay_crookes@uow.edu.au</a></td>
</tr>
<tr>
<td>Consultation mode and times:</td>
<td>Email for appointment or Day, Time</td>
</tr>
</tbody>
</table>

Student Support and Advice
For general enquiries please contact StudentHub 41
Location: 41.138B
Telephone: 61 2 4221 3492
Email: smah-students@uow.edu.au
Student Consultation and Communication

University staff receive many emails each day. In order to enable them to respond to your emails appropriately and in a timely fashion, students are asked to observe basic requirements of professional communication:

Please ensure that you include your full name and student number and identify your practical class or tutorial group in your email so that staff know who they are communicating with and can follow-up personally where appropriate.

Consider what the communication is about
- Is your question addressed elsewhere (e.g. in the subject outline or, on the eLearning site)?
- Is it something that is better discussed in person or by telephone? This may be the case if your query requires a lengthy response or a dialogue in order to address. If so, see consultation times above and/or schedule an appointment.
- Are you addressing your request to the most appropriate person?

Specific email subject title to enable easy identification of issue
- Identify the subject code of the subject you are enquiring about (as staff may be involved in more than one subject) put this in the email subject heading. Add a brief, specific query reference after the subject code where appropriate.

Professional courtesy
- Address the staff member appropriately by name (and formal title if you do not yet know them).
- Use full words (avoid ‘text-speak’ abbreviations), correct grammar and correct spelling.
- Be respectful and courteous.
- Allow 3 – 4 working days for a response before following up. If the matter is legitimately urgent, you may wish to try telephoning the staff member (and leaving a voicemail message if necessary) or inquiring at the School Office.
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Section A: General Information

Subject Learning Outcomes

<table>
<thead>
<tr>
<th>On completion of this subject, students should be able to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. demonstrate a beginning awareness of the concepts of self, self-awareness and the therapeutic use of self in interactions with patients/clients;</td>
</tr>
<tr>
<td>2. describe the basic processes of interpersonal and organisational communication, including potential barriers to effective communication, issues of power and the role of verbal and non-verbal communication;</td>
</tr>
<tr>
<td>3. demonstrate an awareness of a range of communication skills appropriate to health care relationships;</td>
</tr>
<tr>
<td>4. differentiate between therapeutic and non-therapeutic interpersonal communication and between professional and non-professional relationships;</td>
</tr>
<tr>
<td>5. display an understanding of the principles of conflict resolution;</td>
</tr>
<tr>
<td>6. demonstrate appropriate academic and professional presentation skills;</td>
</tr>
<tr>
<td>7. discuss the structure of formal and informal groups, and the processes that contribute to enhancing their performance.</td>
</tr>
</tbody>
</table>

Subject Description

Effective communication in health care relationships is fundamental to effective and efficient health care. Students of health care practice need to understand the theoretical concepts of interpersonal communication, the importance of interpersonal skills in health care, the beginning skills for relating to patients/clients and the fundamentals of professional presentation skills. This subject will introduce the student to the concepts of self-awareness, professional relationships and the therapeutic use of self and professional behaviour and communication skills.

eLearning Space

This subject has materials and activities available via eLearning. To access eLearning you must have a UOW user account name and password, and be enrolled in the subject. eLearning is accessed via SOLS (student online services). Log on to SOLS and then click on the eLearning link in the menu column. For information regarding the eLearning spaces please use the following link:

http://uowblogs.com/moodlelab/files/2013/05/Moodle_StudentGuide-1petpo7.pdf

Lecture, Tutorial, Laboratory Times

All timetable information is subject to variation. Check latest timetabling information on the 'Current Student' webpage on UOW website or log into SOLS to view your personal timetable prior to attending classes.


Timetable information can be accessed from

Key University Dates can be accessed from
Readings, References and Materials

Prescribed Textbooks
NIL

Prescribed Readings (includes eReadings)
Select one of the following statements:

A list of prescribed readings for this subject is available on the eLearning site for this subject. Students are not expected to purchase these. They are available to students through the library on the subject’s eLearning site.

Materials
NIL

Recommended Additional Readings

The following references complement the prescribed readings and textbooks:


Candlin, S 2007, Therapeutic communication. A lifespan approach, Pearson Education Australia, Frenchs Forest.

Recommended readings are not intended as an exhaustive list, students should use the Library catalogue and databases to locate additional resources.

Recent Changes to this Subject
NIL
List of Topics Covered
The following are examples of the topics to be covered in this course. This is not an exhaustive list and will be subject to change.

**Professional Practice**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Related Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self awareness.</td>
<td>Building relationship</td>
</tr>
<tr>
<td>Professional distance.</td>
<td>Therapeutic use of self.</td>
</tr>
<tr>
<td>Professional boundaries.</td>
<td>Cultural competency and safety.</td>
</tr>
<tr>
<td>Professional etiquette.</td>
<td>Foundations of a safe working environment.</td>
</tr>
<tr>
<td>Communication differences in age groups.</td>
<td>Use of interpreters.</td>
</tr>
<tr>
<td>Privacy and Personal Information Protection Act 1998 - NSW.</td>
<td>Speech and language disabilities.</td>
</tr>
</tbody>
</table>

**Critical Thinking and Analysis**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Related Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem solving.</td>
<td>Finding information.</td>
</tr>
<tr>
<td>Evidence based presentation skills.</td>
<td>Critical reading.</td>
</tr>
<tr>
<td>Documentation and report writing.</td>
<td>Informal and formal presentations.</td>
</tr>
<tr>
<td>Presentation of ideas.</td>
<td>-</td>
</tr>
</tbody>
</table>

**Provision and Coordination of Care**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Related Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questioning skills.</td>
<td>Listening skills.</td>
</tr>
<tr>
<td>Non-therapeutic touch.</td>
<td>Responding skills.</td>
</tr>
<tr>
<td>Therapeutic touch.</td>
<td>-</td>
</tr>
</tbody>
</table>

**Collaborative and Therapeutic Practice**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Related Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpersonal communication.</td>
<td>Formal and informal networks.</td>
</tr>
<tr>
<td>Organisational communication.</td>
<td>Breaking down barriers.</td>
</tr>
<tr>
<td>Assertion / assertiveness.</td>
<td>Introduction to De-escalation.</td>
</tr>
<tr>
<td>Facial expression and gestures.</td>
<td>Use of IT in healthcare: Email, patient/client records and care plans. Use of Social Media</td>
</tr>
<tr>
<td>Empathy.</td>
<td></td>
</tr>
<tr>
<td>‘I’m okay you’re ok’, value of self and others.</td>
<td>Therapeutic and non-therapeutic communication.</td>
</tr>
<tr>
<td>Rapport.</td>
<td>Individual and group counselling.</td>
</tr>
<tr>
<td>Function of groups.</td>
<td>Giving and receiving constructive feedback.</td>
</tr>
<tr>
<td>Persuasion, influencing and positive regard.</td>
<td>Networking and function of organisational communication.</td>
</tr>
</tbody>
</table>

A Timetable of Topics will be available from the eLearning site in week 1 of session.
Section B: Assessment

Assessment Summary

<table>
<thead>
<tr>
<th>Assessment Item</th>
<th>Form of Assessment</th>
<th>Due Date</th>
<th>Return/Feedback Due Date</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment 1</td>
<td>Online Activity</td>
<td>Part 1: Thursday 24th March (Week 4) and Part 2: Thursday 31st March (Week 5)</td>
<td>Within 21 days of due date unless otherwise notified</td>
<td>20%</td>
</tr>
<tr>
<td>Assessment 2</td>
<td>Seminar Presentation</td>
<td>Weeks commencing 18th April (Week 8) or 2nd May (Week 9)</td>
<td>Within 21 days of due date unless otherwise notified</td>
<td>30%</td>
</tr>
<tr>
<td>Assessment 3</td>
<td>Assignment</td>
<td>Thursday 2nd June 23:55hrs (Week 13)</td>
<td>Release of results</td>
<td>50%</td>
</tr>
</tbody>
</table>

Total Marks 100%

Details of Assessment Tasks
Specific details about each assessment and the explicit marking criteria used to assess them will be available in the eLearning space for this subject by the first day of session.

Assessment 1
- Online Activity
- Due date:
  Part 1: Thursday 24th March (Week 4) and Part 2: Thursday 31st March (Week 5)
- Weighting: 20%
- Submission: Submit an electronic copy of your assignment via upload to eLearning. Please refer to detailed information regarding submission of assignments on the subject’s eLearning site.
- Type of Collaboration: Individual Assessment
- Length:
  Part 1: 700 Words, Part 2: 300 Words
- Details: Specific details about this assessment task are available in eLearning
- Style and format: Online Activity
- Subject Learning Outcomes: 2, 5 & 7
- Marking Criteria: The marking criteria for this assessment task are available in eLearning

Assessment 2
- Seminar Presentation
- Due date: Weeks commencing 18th April (Week 8) or 2nd May (Week 9)
- Weighting: 30%
- Submission: Submit a hardcopy of your assessment to your tutor/demonstrator in class at the conclusion of the presentation.
- Type of Collaboration: Individual Assessment / Group Project
- Length: Time Allocation/ Word Limit/ Number of Questions
- Details: Specific details about this assessment task are available in eLearning
- Style and format: 5 minute oral presentation (individual), one page summary (per group)
- Subject Learning Outcomes: 1, 2 & 6
- Marking Criteria: The marking criteria for this assessment task are available in eLearning
### Assessment 3

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Submit an electronic copy of your assignment via upload to eLearning. Please refer to detailed information regarding submission of assignments on the subject’s eLearning site.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Due date</td>
<td>Thursday 2nd June 23:55hrs (Week13)</td>
</tr>
<tr>
<td>Weighting</td>
<td>50%</td>
</tr>
<tr>
<td>Type of Collaboration</td>
<td>Individual Assessment</td>
</tr>
<tr>
<td>Length</td>
<td>2500 Word Limit</td>
</tr>
<tr>
<td>Details</td>
<td>Specific details about this assessment task are available in eLearning</td>
</tr>
<tr>
<td>Style and format</td>
<td>Essay</td>
</tr>
<tr>
<td>Subject Learning Outcomes</td>
<td>1-5</td>
</tr>
<tr>
<td>Marking Criteria</td>
<td>The marking criteria for this assessment task are available in eLearning</td>
</tr>
</tbody>
</table>

### Minimum Requirements for a Pass in this Subject

To receive a clear pass in this subject a total mark of 50% or more must be achieved. In addition, failure to meet any of the minimum performance requirements is grounds for awarding a Technical Fail (TF) in the subject, even where total marks accumulated are greater than 50%.

The minimum performance requirements for this subject are:

- attempt all assessment tasks
- meet the minimum attendance and participation requirements set out below.

### Minimum Student Attendance and Participation:

It is expected that students will allocate 12hrs based on credit points per week to this subject, including any required class attendance, completion of prescribed readings and assessment tasks.

Students’ attendance is required for all tutorial classes. In exceptional circumstances, absence from one tutorial for the subject may be accommodated without penalty. Absences exceeding one (1) tutorial will require the submission of an application for Academic Consideration via SOLS and the presentation of suitable documentation, for example a Medical Certificate, to Student Central as soon as practical. For further details about applying for academic consideration visit the Student Central webpage: [http://www.uow.edu.au/student/central/academicconsideration/index.html](http://www.uow.edu.au/student/central/academicconsideration/index.html)

### Scaling:

Scaling will not occur in this subject.

### Late Submission:

Late submission of an assessment task without an approved extension of the deadline is not acceptable. If you are unable to submit an assessment due to extenuating circumstances (e.g. medical grounds or compassionate grounds), you can make an application of academic consideration. Not all circumstances qualify for academic consideration. For further details about applying for academic consideration visit the Student Central webpage: [http://www.uow.edu.au/student/central/academicconsideration/index.html](http://www.uow.edu.au/student/central/academicconsideration/index.html)

Students who have an active Reasonable Adjustment should contact the Subject Coordinator to request an extension on an assessment task. An extension can only be granted on formal request by the student and if the Reasonable Adjustment includes the provision of a possible extension for assessment tasks. If the provision of an extension is not included in the Reasonable Adjustment or if the circumstances affecting the student do not relate to the condition set out in the Reasonable Adjustment the student should apply for an Academic Consideration (see above).
Late Submission Penalty:
Marks will be deducted for late submission at the rate of 5% of the total possible marks for that particular assessment task per day. This means that if a piece of work is marked out of 100, then the late penalty will be 5 marks per day (5% of 100 possible marks per day). The formula for calculating the late penalty is: the total possible marks x 0.05 x number of days late. For the purposes of this policy a weekend (Saturday and Sunday) will be regarded as two days.

For example:
- Student A submits an assignment which is marked out of 100. The assignment is submitted 7 days late. This means that a late penalty of 35 marks will apply (100 x 0.05 x 7). The assignment is marked as per normal out of 100 and is given a mark of 85/100, and then the late penalty is applied. The result is that the student receives a final mark of 50/100 for the assignment (85 (original mark) – 35 marks (late penalty) = 50/100 (final mark)).
- Student B submits a report which is marked out of 20. The report is submitted three days late. This means that a late penalty of 3 marks will apply ((20 x 0.05 x 3). The report is marked as per normal out of 20 and is given a mark of 17/20, and then the late penalty is applied. The result is that the student receives a final mark of 14/20 for the report (17 (original mark) – 3 marks (late penalty) = 14/20 (final mark)).

No marks will be awarded for work submitted either after the assessment has been returned to the students or more than two weeks after the due date, whichever is the sooner. This does not apply to situations where a particular assessment task is undertaken by students at different times throughout the session, but where the assessment is based on experiments or case studies specific to a student. In this case no marks will be awarded for work submitted more than two weeks after the due date.

Notwithstanding this, students must complete all assessment tasks to a satisfactory standard and submit them, regardless of lateness or loss of marks, where submission is a condition of satisfactorily completing the subject.

Supplementary Assessments
Supplementary assessment may be offered to students whose performance in this subject is close to that required to pass the subject, and are otherwise identified as meriting an offer of a supplementary assessment. The precise form of supplementary assessment will be determined at the time the offer of a supplementary assessment is made.

Students can log on to SOLS and click on the link titled “Supplementary Assessment” to view any applicable offers. Further information about Supplementary Assessments is available at: http://www.uow.edu.au/student/exams/suppassess/index.html

System of Referencing Used for Written Work
The Author-Date (Harvard) referencing system should, unless otherwise specified for a particular assignment (check Details of Assessment Tasks), be utilised. A summary of the Harvard system can be accessed on the Library website at: http://www.library.uow.edu.au/resourcesbytopic/UOW026621.html

Use of Internet Sources
Students are able to use the Internet to access the most current information on relevant topics and information. Internet sources should only be used after careful critical analysis of the currency of the information, the role and standing of the sponsoring institution, reputation and credentials of the author, the clarity of the information and the extent to which the information can be supported or ratified by other authoritative sources.
Plagiarism
The full policy on Academic Integrity and Plagiarism is found in the Policy Directory on the UOW website.

“The University's Academic Integrity and Plagiarism Policy, Faculty Handbooks and subject guides clearly set out the University’s expectation that students submit only their own original work for assessment and avoid plagiarising the work of others or cheating. Re-using any of your own work (either in part or in full) which you have submitted previously for assessment is not permitted without appropriate acknowledgement. Plagiarism can be detected and has led to students being expelled from the University.

The use by students of any website that provides access to essays or other assessment items (sometimes marketed as ‘resources’), is extremely unwise. Students who provide an assessment item (or provide access to an assessment item) to others, either directly or indirectly (for example by uploading an assessment item to a website) are considered by the university to be intentionally or recklessly helping other students to cheat. This is considered academic misconduct and students place themselves at risk of being expelled from the University.”

Submission of Assignments
Assignments are to be submitted via drop box in the eLearning site.

Refer to the submission requirements under the details of the individual assessments. Students should ensure that they receive a receipt acknowledging submission. Students will be required to produce this in the event that an assessment task is considered to be lost. Students are also expected to keep a copy of all their submitted assignments in the event that re-submission is required.

Assessment Return
Once your assignment has been marked and your Subject Coordinator releases results for the assessment you will be able to access feedback on your assignment within the assessment submission page on the Moodle site for this subject. This will include feedback within the marking guide, feedback comments and feedback files (where applicable) that provide you with your markers feedback on your written work. You will receive an automated notification that your assignment results are available for download / review within Moodle.

You can access feedback on your marked assignment on the Assignment submission page, when marks and feedback have been released to students, please note that the Feedback section appears at the bottom of the page.

Your final mark in the assessment task will be posted within SOLS.

Feedback on quizzes, examinations and /or presentations:
Contact your lecturer/tutor/subject coordinator if you would like feedback on your assessment. In accordance with University Policy marked assignments will usually only be held for 21 days after the declaration of marks for that assignment.
Section C: General Advice

Students should refer to the Faculty of Science, Medicine and Health website for information on policies, learning and support services and other general advice.

University Policies
Students should be familiar with the following University policies:

a. Code of Practice – Teaching and Assessment

b. Student Charter

c. Code of Practice – Student Professional Experience, where relevant

d. Academic Integrity and Plagiarism Policy

e. Student Academic Consideration Policy

f. Course Progress Policy

g. Graduate Qualities Policy

h. Academic Complaints Policy (Coursework and Honours Students)

i. Policy and Guidelines on Non-Discriminatory Language Practice and Presentation

j. Workplace Health and Safety, where relevant

k. Children in the Workplace and Study Environment Policy

l. Intellectual Property Policy

m. IP Student Assignment of Intellectual Property Policy, where relevant

Student Support Services and Facilities
Students can access information on student support services and facilities at the following link. This includes information on “Academic Support”, “Starting at University”, “Help at University” as well as information and support on “Career’s and Jobs”. http://www.uow.edu.au/student/services/index.html

Student Etiquette
Guidelines on the use of email to contact teaching staff, mobile phone use in class and information on the university guide to eLearning ‘Netiquette’ can be found at http://www.uow.edu.au/student/elearning/netiquette/index.html
## Version Control Table

<table>
<thead>
<tr>
<th>Version Control</th>
<th>Release Date</th>
<th>Author/Reviewer</th>
<th>Approved By</th>
<th>Amendment</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>20160205</td>
<td>Natalie Cutler – Joint Subject Coordinator/ Lecturer</td>
<td>Sonia Losinno</td>
<td>Amendments to Assessment 1 due dates</td>
</tr>
<tr>
<td>2</td>
<td>2016/0128</td>
<td>Natalie Cutler – Joint Subject Coordinator/ Lecturer</td>
<td>Sonia Losinno</td>
<td>Minor amendments to outline</td>
</tr>
<tr>
<td>1</td>
<td>20161116</td>
<td>Mr Roy Brown – Subject Coordinator</td>
<td>Mrs Sonia Losinno - ADE nominee</td>
<td>Final NMIH101 Autumn 2016 Subject Outline</td>
</tr>
</tbody>
</table>