School of Nursing

SNPG927: Promoting Clinical Excellence

Subject Outline
Autumn, 2016
On-Campus / Flexible
Hong Kong

Subject Information
Credit Points: 6
Pre-requisite(s): Nil
Co-requisite(s): Nil
Restrictions: Nil
Contact Hours: Face to face contact as per Intensive Block Teaching Schedule and completion of online learning activities.

Subject Contacts
Subject Coordinator/Lecturer

<table>
<thead>
<tr>
<th>Name</th>
<th>Dr Jenny Sim</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Wollongong Campus, Building 41, Room 122</td>
</tr>
<tr>
<td>Telephone</td>
<td>61 2 4429 1551</td>
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<tr>
<td>Email</td>
<td><a href="mailto:jennysim@uow.edu.au">jennysim@uow.edu.au</a></td>
</tr>
<tr>
<td>Consultation mode and times:</td>
<td>Email for appointment</td>
</tr>
</tbody>
</table>

UOW Academic Program Director, School of Nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Ms Maria Mackay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>School of Nursing, Wollongong Campus, UOW, Australia</td>
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<tr>
<td>Telephone</td>
<td>61 2 4472 1899</td>
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<tr>
<td>Email</td>
<td><a href="mailto:maria_mackay@uow.edu.au">maria_mackay@uow.edu.au</a></td>
</tr>
<tr>
<td>Consultation mode and times:</td>
<td>Email for appointment</td>
</tr>
</tbody>
</table>

IRI Hong Kong Administration

<table>
<thead>
<tr>
<th>Name</th>
<th>Gladys Mok</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>2/F, Fourseas Building, 208-212 Nathan Road, Kowloon, HK</td>
</tr>
<tr>
<td>Telephone</td>
<td>852 3427 8626</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:gladysmok@sinoedu.com.hk">gladysmok@sinoedu.com.hk</a></td>
</tr>
</tbody>
</table>
Student Support and Advice
For general enquiries please contact IRI Hong Kong:
Location: 2/F, Fourseas Building, 208-212 Nathan Road, Kowloon, HK.
Telephone: 852 3427 8626
Email: Gladys Mok gladysmok@sinoedu.com.hk

StudentHub 41:
Location: University of Wollongong, 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

On completion of this subject, students should be able to:

1. explore and critically analyse current literature regarding health service design and delivery;
2. analyse client/patient narratives and 'nursing stories' about care and caring;
3. synthesise literature relating to current models of clinical supervision within a selected nursing workplace;
4. explore principles of risk assessment, surveillance and monitoring; analyse the concept of clinical reasoning in the context of clinical excellence;
5. demonstrate your understanding of clinical reasoning, risk assessment and surveillance to develop a plan for improving a quality or safety indicator within a workplace setting.

Subject Description

Nurses and other leaders face important challenges in today's health care organisations. It is important that registered nurses have a sound understanding of many aspects of service delivery including; an appreciation of operational policies and strategies and how to implement those strategies and policies. This subject will focus on issues of clinical governance, in particular that of quality management within clinical governance. The aim of this subject is to introduce students to the various aspects of service design and delivery within a clinical governance and quality assurance framework.

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

Timetable information will be provided by IRI Hong Kong administration prior to the start of session. During session this information will be available on the subject's Moodle site. All timetable information is subject to variation.
Readings, References and Materials

Prescribed Textbooks
It is expected that students will purchase the following text.


Prescribed Readings (includes eReadings)
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
Additional references that complement the prescribed readings and textbooks are available to students via the eLearning site for this subject.

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

Timetable of Topics*

<table>
<thead>
<tr>
<th>Week</th>
<th>Week Commencing</th>
<th>Content</th>
<th>Method of delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>22/02/2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>29/02/2016</td>
<td>Topic 1</td>
<td>Online</td>
</tr>
<tr>
<td>2</td>
<td>07/03/2016</td>
<td>Topic 2 &amp; 3</td>
<td>Online</td>
</tr>
<tr>
<td>3</td>
<td>14/03/2016</td>
<td>Intensive Teaching Block</td>
<td>Face to face</td>
</tr>
<tr>
<td>4</td>
<td>21/03/2016</td>
<td>Intensive Teaching Block</td>
<td>Face to face</td>
</tr>
<tr>
<td>5</td>
<td>28/03/2016</td>
<td>Topic 4</td>
<td>Online</td>
</tr>
<tr>
<td>6</td>
<td>04/04/2016</td>
<td>Topic 4</td>
<td>Online</td>
</tr>
<tr>
<td>7</td>
<td>11/04/2016</td>
<td>Topic 5</td>
<td>Online</td>
</tr>
<tr>
<td>8</td>
<td>18/04/2016</td>
<td>Topic 5</td>
<td>Online</td>
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<td></td>
<td>Mid-Session Recess</td>
<td></td>
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<tr>
<td>9</td>
<td>02/05/2016</td>
<td>Topic 6</td>
<td>Online</td>
</tr>
<tr>
<td>10</td>
<td>09/05/2016</td>
<td>Topic 6</td>
<td>Online</td>
</tr>
<tr>
<td>11</td>
<td>16/05/2016</td>
<td>Topic 7</td>
<td>Online</td>
</tr>
<tr>
<td>12</td>
<td>23/05/2016</td>
<td>Topic 7</td>
<td>Online</td>
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<tr>
<td>13</td>
<td>30/05/2016</td>
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<tr>
<td></td>
<td></td>
<td>Study Recess</td>
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</tr>
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</table>

*The above timetable should be used as a guide only, as it is subject to change. Students will be advised of any changes as they become known.
Intensive Block Teaching Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 - 10:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:00 - 11:00</td>
<td></td>
<td></td>
<td>Lecture 2</td>
<td>Lecture 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:00 - 12:00</td>
<td></td>
<td></td>
<td>Intake 9</td>
<td>Intake 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00 - 13:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:00 - 14:00</td>
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<tr>
<td>14:00 - 15:00</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:00 - 16:00</td>
<td></td>
<td></td>
<td>Lecture 2</td>
<td>Lecture 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16:00 - 17:00</td>
<td></td>
<td></td>
<td>Intake 10</td>
<td>Intake 9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17:00 - 18:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18:00 - 19:00</td>
<td>Lecture 1</td>
<td>Lecture 1</td>
<td></td>
<td></td>
<td>Lecture 4</td>
<td>Lecture 4</td>
</tr>
<tr>
<td></td>
<td>Intake 9</td>
<td>Intake 10</td>
<td></td>
<td></td>
<td>Intake 9</td>
<td>Intake 10</td>
</tr>
<tr>
<td>19:00 - 20:00</td>
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<td>20:00 - 21:00</td>
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</tbody>
</table>

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.

Topic 1: Promoting clinical excellence
Topic 2: Patient safety
Topic 3: Quality of care indicators
Topic 4: The human factors
Topic 5: Teams & Collaboration
Topic 6: Workplace culture
Topic 7: Person-centeredness

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 Dates</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment 1</td>
<td>eLearning Posting</td>
<td>Sunday 20 March 2016</td>
<td>Monday 10th April 2016</td>
<td>20%</td>
</tr>
<tr>
<td>Assessment 2</td>
<td>Assignment</td>
<td>Sunday 17th April 2016</td>
<td>Monday 9th May 2016</td>
<td>30%</td>
</tr>
<tr>
<td>Assessment 3</td>
<td>Assignment</td>
<td>Sunday 29th May 2016</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 eLearning Posting
Due date Sunday 20 March 2016 20:55pm Hong Kong Time (Week 3)
Weighting 20%

Submission
You will submit assessments via the Turnitin assessment drop box on the subject Moodle site. This will submit your assessment to Turnitin and you will receive a report. Turnitin is Internet-based text-matching software which may be used for detecting plagiarism at UOW. Please see the short video in Moodle which provides information about the concept of plagiarism and the use of Turnitin in learning and writing skills.

Following the receipt of your Turnitin report you may revise your assessment and then submit your final version together with the Turnitin report through the final assessment drop box. Name your file as follows “student email username_assessment number” (e.g. its999_ass3).
Access the eLearning space, locate the relevant drop box for the assessment, click on <add attachments>, select your file, and click on <submit>.

Type of Collaboration Individual Assessment
Length 500 words
Details Specific details about this assessment task are available in eLearning
Style and format eLearning posting
Subject Learning Outcomes 1, 2, 5
Marking Criteria The marking criteria for this assessment task are available in eLearning
<table>
<thead>
<tr>
<th>Assessment 2</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Due date</strong></td>
<td>Sunday 17th April 2016 20:55pm Hong Kong Time (Week 7)</td>
</tr>
<tr>
<td><strong>Weighting</strong></td>
<td>30%</td>
</tr>
<tr>
<td><strong>Submission</strong></td>
<td>You will submit assessments via the Turnitin assessment drop box on the subject Moodle site. This will submit your assessment to Turnitin and you will receive a report. Turnitin is Internet-based text-matching software which may be used for detecting plagiarism at UOW. Please see the short video in Moodle which provides information about the concept of plagiarism and the use of Turnitin in learning and writing skills. Following the receipt of your Turnitin report you may revise your assessment and then submit your final version together with the Turnitin report through the final assessment drop box. Name your file as follows &quot;student email username_assessment number&quot; (e.g. its999_ass3). Access the eLearning space, locate the relevant drop box for the assessment, click on &lt;add attachments&gt;, select your file, and click on &lt;submit&gt;.</td>
</tr>
<tr>
<td><strong>Type of Collaboration</strong></td>
<td>Individual Assessment</td>
</tr>
<tr>
<td><strong>Length</strong></td>
<td>2000 words</td>
</tr>
<tr>
<td><strong>Details</strong></td>
<td>Specific details about this assessment task are available in eLearning</td>
</tr>
<tr>
<td><strong>Subject Learning Outcomes</strong></td>
<td>1-4</td>
</tr>
<tr>
<td><strong>Marking Criteria</strong></td>
<td>The marking criteria for this assessment task are available in eLearning</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment 3</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Due date</strong></td>
<td>Sunday 29th May 2016 20:55pm Hong Kong Time (week 12)</td>
</tr>
<tr>
<td><strong>Weighting</strong></td>
<td>50%</td>
</tr>
<tr>
<td><strong>Submission</strong></td>
<td>You will submit assessments via the Turnitin assessment drop box on the subject Moodle site. This will submit your assessment to Turnitin and you will receive a report. Turnitin is Internet-based text-matching software which may be used for detecting plagiarism at UOW. Please see the short video in Moodle which provides information about the concept of plagiarism and the use of Turnitin in learning and writing skills. Following the receipt of your Turnitin report you may revise your assessment and then submit your final version together with the Turnitin report through the final assessment drop box. Name your file as follows &quot;student email username_assessment number&quot; (e.g. its999_ass3). Access the eLearning space, locate the relevant drop box for the assessment, click on &lt;add attachments&gt;, select your file, and click on &lt;submit&gt;.</td>
</tr>
<tr>
<td><strong>Type of Collaboration</strong></td>
<td>Individual Assessment</td>
</tr>
<tr>
<td><strong>Length</strong></td>
<td>2500 words</td>
</tr>
<tr>
<td><strong>Details</strong></td>
<td>Specific details about this assessment task are available in eLearning</td>
</tr>
<tr>
<td><strong>Subject Learning Outcomes</strong></td>
<td>1-5</td>
</tr>
<tr>
<td><strong>Marking Criteria</strong></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 12 hours per week to this subject, including any required class attendance, completion of prescribed readings and assessment tasks.

Student attendance at tutorials, practicals, seminars and/or simulations is compulsory and students must attend 100% of classes. Absences will require the submission of an application for Academic Consideration via SOLS and the presentation of suitable documentation, for example a Medical Certificate, to IRI Hong Kong as soon as practical. For further details about applying for academic consideration as an offshore student please refer to the Academic Consideration Application Procedure in the Hong Kong Student Handbook.

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 as an offshore student please refer to the Academic Consideration Application Procedure in the Student Handbook.

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**

This subject has been identified as unsuitable for supplementary assessment, and no supplementary assessment will be offered.

**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://public01.library.uow.edu.au/refcite/style-guides/html/](http://public01.library.uow.edu.au/refcite/style-guides/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**

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
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. Code of Practice – Research, where relevant

c. Code of Practice – Honours, where relevant

d. Student Charter

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

f. Academic Integrity and Plagiarism Policy

g. Student Academic Consideration Policy – for offshore students please refer to the Academic Consideration Application Procedure in the Student Handbook

h. Course Progress Policy

i. Graduate Qualities Policy

j. Academic Complaints Policy (Coursework and Honours Students)

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

l. Workplace Health and Safety, where relevant

m. Children in the Workplace and Study Environment Policy

n. Intellectual Property Policy

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

p. Policy on Ethical Objection by Students to the Use of Animal and Animal Products in Coursework Subjects, where relevant

q. Human Research Ethics Guidelines, where relevant
r. Animal Research Guidelines, where relevant

s. Student Conduct Rules and accompanying Procedures or Research Misconduct Policy for research students

**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**

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<td>Mrs Sonia Losinno – ADE Nominee</td>
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