WESTERN SYDNEY
UNIVERSITY

The College

UNIVERSITY FOUNDATION STUDIES

HEALTH COMMUNICATION

900081

2020

UNIT OUTLINE

Last amended:	October 2020

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Unit name	HEALTH COMMUNICATION
Unit number	900081
Coordinator	Dr Carissa Hanes
Session	2020.3
Handbook summary	Healthcare professionals work in an environment where a high level of communication with others is of paramount importance. Oral, written and interpersonal communication skills form the cornerstone of good professional practice. This unit is designed to help students develop self-awareness and increase their confidence and skills in communicating with others in preparation for the practicum experiences during their undergraduate studies.
Credit point value	10
Prerequisite/s	N/A
Corequisite/s	N/A
Unit incompatible with and not to be counted for credit with	N/A
Assumed knowledge	N/A
Unit level	Level Z — Non-award unit
Attendance requirements	Students are expected to attend at least 80% of classes. Educational research consistently demonstrates that this attendance level is associated with a high likelihood of achieving a passing grade.
Enrolment restrictions	Only students enrolled at The College in Foundation Studies courses can enrol in this unit.
Learning outcomes	On successful completion of this unit, students should be able to: 1. identify verbal and non-verbal cues and how they relate to health 2. employ different types of questioning, speaking and listening skills and demonstrate an awareness of their benefits and limitations 3. reflect on their own communication strengths and areas for improvement and how these aspects of self impact on communication, subjective and objective 4. examine the impact of cultural and situational context on communication when working with people from diverse backgrounds 5. provide evidence of written and verbal communication skills used in a range of contexts including data entry, charts, journals, reports and publicity (this includes the appropriate use of medical terminology)

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6. demonstrate effective interpersonal skills used in team work and holistic practice, and
7. demonstrate the ability to work legally and ethically within healthcare.

Unit content

In this unit students will learn about:

- understanding communication and its application in health and nursing: verbal, non-verbal and textual
- introduction to cultural and situational sensitivity, safety and competences
- working ethically, legally, collaboratively and effectively in healthcare
- the importance of reflection and self-awareness and its influence on communication, learning and the relationship to professional life
- the practice of health and nursing: examining contexts for professional practice and implications for communication such as effective listening and professional documentation

Mode of delivery

This unit consists of six hours of classes each week as well as online activities via vUWS.

Online learning requirements

Essential requirements

Essential text

There is no essential text for this unit.

Further resources

Australian Human Rights Commission. (2008). The Close the Gap Statement of Intent. Close the Gap - Part 2 Outcomes from the National Indigenous Health Equality Summit Canberra, March 20, 2008. Accessed via: http://www.hreoc.gov.au/social_justice/health/targets/closethegap/part2_1.html

Bach, S. and Grant, A. (2011) Communication and interpersonal skills for nurses. (2nd ed.). Exeter: Learning Matters

Eunson, B. (2012). Communicating in the 21st Century (3rd ed.). Milton, Australia: John Wiley and Sons Australia.

Guilmartin, N. (2010). Healing conversations: What to say when you don't know what to say. San Francisco, CA: Jossey – Bass.

Higgs, J., Ajjawi, R., Mc Allister, L., Trede, F., and Loftus, S. (2012). Communicating in the health sciences (3rd ed.). South Melbourne, Australia: Oxford University Press.

International Council of Nurses. [ICN]. (2012). The ICN code of ethics for nurses. Retrieved from http://www.icn.ch/images/stories/documents/about/icncode_english.pdf

Nursing and Midwifery Board of Australia. [NMBA]. (2018). Code of professional conduct for Nurses in Australia. Retrieved from http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Professional-standards.aspx

NMBA. (2016). Registered nurse standards for practice. Retrieved from http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Professional-standards.aspx

O'Toole, G. (2012). Communication: Core interpersonal skills for health professionals. (2nd ed.). Chatswood, Australia: Churchill Livingstone Elsevier.

Stein-Parbury, J. (2009). Patient and person: Interpersonal skills in nursing (4th ed.). Sydney, Australia: Churchill Livingstone Elsevier.

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ASSESSMENT ITEMS AND WEIGHTING

Assessment for this unit will be based on the following components:

Task	Weighting	Learning outcomes assessed	Mandatory task
1. Reflection – written task (700 words) a. Part A Scaffold (5%) b. Part B Reflection (15%)	20%	3, 4, 5, 7	Yes
2. Presentation — role-play of professional practice scenario to demonstrate communication skills (Peer 5%; tutor 15%)	20%	1, 2, 3, 4, 6	Yes
3. Professional task — charting and progress notes In-class (75 minutes)	35%	5, 7	Yes
4. Simulation — oral and listening assessment that reflects professional practice In-class (30 minutes)	25%	1, 2, 5, 6	Yes
TOTAL	100%		

All marks will be determined in accordance with The College Assessment Policy.

All assessment tasks are mandatory unless otherwise specified. To be eligible to pass this unit, students must:

1. Attempt all assessment tasks in this unit

   and

2. Achieve an overall unit mark of at least 50%

If a student achieves an overall unit mark of at least 50% but has **not** submitted **all** mandatory assessment tasks, they will receive a Fail Non-Submission (FNS) grade for the unit.

Should a student fail to attempt/submit the first formal assessment task in a unit, they will be deemed to be at risk and will need to follow an intervention plan in order not to receive a Fail Non-Submission (FNS) grade. However, failure to attempt/submit all other mandatory assessment tasks will result in an immediate FNS grade for the unit.

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