

**UNIT CODE NURS11164**

**UNIT TITLE Effective Communication in Health Care**

### **Assessment 3 – Written Assessment**

Type: Written assessment

Due date: 4pm (AEST) Monday 26<sup>th</sup> May 2021 (Week 11)

Weighting: 40%

Length: 1100 words +/- 10%

Unit Coordinator: Lucinda Brown

### **Learning Outcomes Assessed**

1. Distinguish between professional and personal relationships and the differences in communication.
3. Tailors communication strategies to establish, maintain and terminate relationships.
4. Articulate insight into own cultural norms and biases around human difference and diverse cultures
5. Explain and apply strategies to respond appropriately and professionally to situations that may create personal discomfort.

### **Aim**

This assessment builds on what you learnt in assessment one. The aim of this assessment is to:

- Explore one (1) of the two (2) patient presentations, which may make you personally uncomfortable, in order to gain insight into your own stereotypes, assumptions and bias around different cultures and/or human differences.
- Explain how person-centered communication could be used to establish and maintain an effective relationship with the patient, and the strategies you could use to establish and maintain a professional relationship with the patient.

## Instructions

This assignment asks you to choose one (1) of the patient videos from the assessment 3 Moodle tab and:

Identify two (2) assumptions, stereotypes or bias that you, or others, may have towards this patient.

Then using a person-centred approach, discuss how personal assumptions stereotypes or bias (which may cause personal discomfort) could impact professional communication between the patient and nurse.

Include in your discussion two (2) strategies that could be used, in this scenario, to establish and maintain a professional patient relationship. Support your discussion with scholarly literature.

**NB:** This assignment has three elements. Please make sure that your answer addresses all elements of the question.

## Requirements

1. Use a conventional and legible size 12 font, such as Times New Roman or Arial, with 1.5 line spacing and 2.54cm page margins (standard pre-set margin in Microsoft Word).
2. Always refer to the CQUniversity APA writing and referencing guide. The CQUniversity Academic Learning Centre has an online [APA Referencing Style Guide](#).
3. Ensure that you use scholarly literature <sup>1</sup> (digitalised readings, research articles, relevant government reports and textbooks) that have been published in the last seven (7) years.
4. Academic and professional language should be used for this assignment. <sup>2</sup>
5. Refer to the marking criteria/rubric when completing your assignment. This will assist you in calculating the weightings of the sections for your assignment.

**NB:** This assessment **will** require you to write an introduction and conclusion.

<sup>1</sup> Scholarly or peer-reviewed journal articles are written by scholars or professionals who are experts in their fields, as opposed to literature such as magazine articles, which reflect the tastes of the general public and are often meant as entertainment.

<sup>2</sup> Everyday language is predominantly subjective. It is mainly used to express opinions based on personal preference or belief rather than evidence. Written academic English is formal. It avoids colloquialisms and slang, which may be subject to local and social variations. Formal language is more precise and stable, and therefore more suitable for the expression of complex ideas and the development of reasoned argumentation.

## Resources

- You can use unit provided materials and other scholarly sources to assist you to distinguish personal and professional communication.
- For information on academic communication, please go to the [Academic Learning Centre Moodle site](#). The [Academic Communication section](#) has many helpful resources, including information for students with English as a second language.

## Marking Criteria/rubric

Refer to the marking rubric on the Moodle site for more detail on how marks will be assigned.

## Submission

Submit your word document via the portfolio link in the Assessment 3 Moodle site. Your document should be word doc or docx only.

- Submit a draft before the due date to review your Turnitin Similarity Score before making a final submission. [Instructions are available here.](#)

## Fail Grade

If students receive a Fail grade for this assessment, the Unit Coordinator may allow an opportunity to reattempt the assessment. In order for the Unit Coordinator to allow a re-attempt, the Unit Coordinator will need to be satisfied that the student has made a reasonable attempt in the assessment item. If a reattempt is offered, students will have only 7 consecutive days to resubmit their assessment and can only receive 50% of the available grades. Only one reattempt will be allowed.