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| Course Title | Clinical communication and skills development | | | |
| Course Code | Vet-210 | | | |
| Course Type | Required | | | |
| Level | Undergraduate | | | |
| Year / Semester | Year 2/ Semester 2 (Spring) | | | |
| Teacher's Name | Course Lead: Dr Christine Latham Course Co-Lead: Dr Daphne Mavrides Contributor: Prof Alexia Papageorgiou | | | |
| ECTS | 3 | Small group teaching / week | 7 | Laboratories / week |
| Course Purpose and Objectives | <p>The main objectives of the course are:</p> <ul style="list-style-type: none"> • To teach students about the fundamental requirement for veterinarians to be effective communicators, especially when dealing with clients. • To demonstrate to students that veterinarians can be trained to become better communicators and such training has other benefits for them. • To teach the core elements in a veterinary consultation including preparation, initiating the session, gathering information, communication relating to physical examination, explanation and planning, closing the session, building the relationship and structuring the consultation. | | | |
| Learning Outcomes | <p>The following list provides the learning objectives that will be covered in asynchronous online learning in the form of power point presentations and small group practical teaching sessions with Simulated Clients. By the end of each session students should be able to:</p> <p>Week 1</p> <p>LOBs covered during practical.</p> <ol style="list-style-type: none"> 1. Define communication 2. Explain the importance of good communication and why veterinarian–client communication is central to clinical practice 3. Describe how communication is a core clinical skill, and an essential component of clinical competence | | | |

4. Explain why communication skills need to be taught and learned
5. Discuss what are those skills and how they inter-relate
6. Discuss evidence that these skills make a difference to veterinarian-owner communication
7. Name the structure and skills of the NUVACs Calgary–Cambridge Consultation Model and name the 6 stages in a veterinary consultation.
8. Understand the importance of providing structure to the consultation, building the relationship with the client and animal and observation through role-plays and analysis of videos

Week 2

LOBs covered during practical:

9. Describe the preparation for the consultation and understand the importance of establishing context and creating a professional, safe and effective environment
10. Discuss the importance of communicating professionalism and professional appearance
11. Discuss the factors involved in initiating the session.
12. Understand the importance of establishing an initial rapport with client and animal.
13. Practice opening the consultation.

Week 3

LOBs covered during practical:

14. Explain and practice how to identify the reason(s) for the consultation
15. Discuss the importance of building the relationship
16. Name and practice the skills required for building the relationship
17. Understand the difference between verbal and non-verbal communication and its importance
18. Describe the importance of empathy and practice empathetic responses
19. Explain and practice how to identify what the owner wishes to discuss and their ideas, concerns and expectations (ICE)
20. Understand the importance of an accepting response in relationship building whilst understanding that acceptance is not agreement and practice the relevant and appropriate skills
21. Explore and practice how to create a supportive environment

22. Discuss and practice how to develop awareness of the owner's emotional state

Week 4

LOBs covered during practical:

23. Describe the importance of gathering information
24. Identify the different types of information gathered in the veterinary consultation
25. Explain how discovering the owner's perspective (ICE) can aid diagnosis and make for more effective and efficient consultations. Understand the Disease-Illness (Unease) Model
26. Describe and practice the skills required for information gathering
27. Demonstrate different questioning techniques
28. Identify and practice the different roles of open and closed questioning techniques.
29. Identify and practice the skills involved in attentive listening
30. Understand and practice the importance of summarizing and screening,
31. Discuss and practice picking up verbal and non-verbal cues
32. Be aware of possible barriers to communication

Week 5

LOBs covered during practical:

33. Describe the importance of giving structure to the consultation
34. Name and practice the skills relevant to structuring the consultation
35. Explain and practice signposting and its importance
36. Understand the importance of timing.
37. Practice and demonstrate effective information gathering in a timely manner.
38. Understand the importance of effective communication during the physical examination.
39. Understand the importance of ensuring the safety of all concerned and the offering of assistance where appropriate.
40. Practice methods of reassurance of the animal and explaining the process to the client.
41. Understand and practice the importance of sympathetic handling and giving appropriate warnings

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| | <p>Week 6</p> <p>LOBs covered during practical:</p> <ol style="list-style-type: none"> 42. Describe and practice the importance of explanation and planning 43. Explain and practice the importance of providing explanations that the client can remember and understand. 44. Discuss the importance of involving the owner and planning collaboratively 45. Explain and practice the importance of providing the correct amount and type of information 46. Understand the importance of aiding accurate recall and how to check this has been achieved 47. Practice giving the correct type and amount of information in a logical sequence 48. Be aware of the advantages of using visual methods of conveying information <p>Week 7</p> <p>LOBs covered during practical:</p> <ol style="list-style-type: none"> 49. Practice and demonstrate achieving a shared understanding incorporating the client's perspective. 50. Understand the concept of appropriate shared decision making 51. Discuss and practice offering suggestions and choices rather than directives 52. Discuss and practice obtaining the client's view of need for action, perceived benefits, barriers and motivation 53. Describe the objectives of closing the session 54. Understand the importance of safety netting 55. Name and practice the skills for closing the session 56. Discuss what behaviors earlier in the visit prevent new problems from arising during closure 57. Discuss what behaviors during closure are associated with inefficient endings 58. Name and practice the specific elements of closure itself | | |
| Prerequisites | None | Required | None |
| Course Content | <p>Topics:</p> <ul style="list-style-type: none"> • Definition and importance of communication skills | | |

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| | <ul style="list-style-type: none"> • The NUVACs Calgary–Cambridge Guide • Preparation • Initiating the session • Gathering information • Providing structure to the consultation • Building the relationship • Communication re the physical examination • Explanation and planning • Closing the session |
| Teaching Methodology | Small group teaching plus asynchronous online learning |
| Bibliography | <ol style="list-style-type: none"> 1. <u>Skills for Communicating in Veterinary Medicine Adams and Kurtz</u> 2. <u>Handbook of veterinary communication skills, Gray & Moffett</u> 3. <u>Skills for Communicating with Patients Silverman, Kurtz and Draper</u> |
| Assessment | Attendance and Reflective Report (50% pass mark) and Formative OSCEs |
| Language | English |