Communication in the Clinical Consultation
Assessment guide
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1 Introduction

This module contains three assessments:

1. A timed online Multiple choose question (MCQ) exam (you can take this only once via the MSc Learning Management system). The actual exam will consist of a subset of MCQs that you will find in the material for the unit. You must obtain more than 50% to pass this component.

2. To post at least 6 appropriate messages on the unit discussion board. ‘Appropriate’ is defined below. You must obtain more than 50% to pass this component.

3. The writing up of a critical evaluation and application assessment essay, 2,000 – 4,000 words. You must obtain more than 50% to pass this component. It contributes 100% of the total marks for the unit.

To pass this module you must obtain more than 50% in each of the above assessments. The diagram below summarises the above information.

1.1 Submitting Your Assignment

- The MCQ exam is completed online.
- You should submit your essay via the online submission system and also email a copy to your tutor.
- You should use the Module discussion board to post your messages.
2 Assignment Details

2.1 Timed MCQ

A 30 minute MCQ forms part of the assessment, all the questions being drawn from those within the unit material. The link to this will be made available to you approximately 14 days before the end of the unit.

2.2 Module discussion board postings

How do I mark this component?

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Number of messages</td>
<td>Less than required number (fail), required number or more (pass)</td>
</tr>
<tr>
<td>2 Length</td>
<td>Excessively long – over approximately 40 lines (fail) Length appropriate (pass) (Random sample taken from postings)</td>
</tr>
<tr>
<td>3 Content</td>
<td>Irrelevant or demonstrates mis-information (fail). Relevant to unit material (pass) (Random sample taken from postings)</td>
</tr>
<tr>
<td>4 style</td>
<td>Inappropriately formal / abusive (fail). Appropriate to encourage discussion board interaction (pass)</td>
</tr>
</tbody>
</table>

I think that I need to clarify two of the above criteria.

**Content** - by Irrelevant I mean discussion of meeting for a beer or offering a recipe. Please do use the discussion board to help you and your colleagues understand those concepts with which you are having problems. Remember that demonstrating a lack of understanding is different from ‘mis-information’ which is a deliberate attempt to give incorrect information.

**Style** – Here I may be accused of being racist, as some cultures present much more formal faces than others. However I’m attempting to prevent postings that prevent / kill discussions. It is always a good idea to end a discussion board posting with a question. Message board posting should not usually be essays or dogmatic diatribes.

It is highly unlikely that anyone will fail this component.

3 Critical Evaluation and Application Essay

This is the largest part of the assessment. The length of the essay should be approximately 3,000 words. It certainly should not be any longer than 4,000 words. If you feel you must you can add an appendix which will not be included in the word count.

3.1 Referencing

The entire essay should be referenced using the APA style: The alternative numbered system (i.e. Vancouver style) is not acceptable. An example:

In the body of the essay: Anderson & Valentine 1994 provided a clear article describing the use of APA style ... etc. and in the References section:


All references should be within the references section, there should be no footnotes, endnotes or Bibliography etc.

For details of the APA style see:
http://www.umuc.edu/cip/vail/students/citation/examples.html
http://en.wikipedia.org/wiki/APA_style
Many journals articles now have a digital object identifier (doi) which uniquely identifies them, the last url above provides details of how to cite them, here is an example, using APA formatting:


### 3.2 What is the structure of the essay?

The essay should consist of three parts:

**Part one – evaluation of video:**

Evaluation of the video provided using at least two of the consultation models discussed in the unit. This is a post hoc analysis, the medic themselves were not explicitly using any consultation model. Discussion should include, your reasons for selecting the particular models, their strengths and weaknesses when used in this manner post hoc manner, including discussion of any important aspects of the consultation that you felt the selected models failed to capture.

**Part two – development of own consultation assessment tool:**

This involves the development of a consultation assessment tool that you feel is appropriate to your current circumstances. Inevitably this will involve the adaptation of several already available. Remember that most of the consultation models discussed where developed for use in the traditional GP consultation.

Detailed rationale both from a personal viewpoint and also from the published literature including references should be given for inclusion/exclusion of various criteria etc. and possible inclusion of additional ones because of local circumstances such a translators or dangerous environmental factors. Discussion of how you plan to measure such criteria (i.e. the process of operationalisation) should be included.

A draft paper based form (i.e. the assessment tool) should be produced, including appropriate scoring techniques, demonstrating how you will capture the information, alternatives to paper based data capture can be discussed in the essay.

While all consultation models focus on communication aspects of the consultation other aspects are also often included, it is up to you to decide which of these need to be included in your own model based upon your own situation. You are developing a consultation assessment tool which may in your instance be a “consultation communication assessment tool” but may equally well be a “consultation assessment tool”.

**Part three – proposed evaluation of consultation assessment tool**

This should provide details of how you plan to assess quantitatively the tool you have developed. From past experience this is often the weakest part of the essay, and looking closely at the 'methods’ section of the research articles provided in the unit material often helps. Again rational (including consideration of your own situation) and references from relevant academic material are expected to provide support to your proposals. **You should not carry out the plan.**
3.3 What is the purpose of the essay?

The essay has several purposes:
- Demonstrate that you are capable of evaluating communication aspects of the consultation by taking into account appropriate published academic research.
- Demonstrate that you are capable of considering other important aspects of the consultation by taking into account appropriate published academic research.
- Demonstrate that you have the ability to synthesis the material provided in the unit and adapt/apply it to your own situation.
- Demonstrate that you have the ability to produce locally appropriate consultation assessment tools grounded in academic rigor.
- Optionally, for high marks, demonstrate that you have the ability to investigate, and reflect upon, the topics presented in the unit from an academic perspective, beyond that provided by the unit material.

3.4 How do I mark the essay?

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Video evaluation - model selection</td>
<td>Discussion of rationale for selection of models as a consultation assessment tool for the video. From none to excellent.</td>
</tr>
<tr>
<td>2  Video evaluation - results</td>
<td>Findings. From none to excellent.</td>
</tr>
<tr>
<td>3  Video evaluation - discussion</td>
<td>Model strengths, weaknesses, comparisons in relation to using as a assessment tool for the video. Possible enhancements. Not considered to fully considered.</td>
</tr>
<tr>
<td>4  Discussion of own working environment in relation to consultation models</td>
<td>Suitability, applicability, appropriateness. Not considered to fully considered.</td>
</tr>
<tr>
<td>5  Development of own tool</td>
<td>Level of: Appropriateness, validity, ease of use, etc. Not considered to fully considered.</td>
</tr>
<tr>
<td>6  Integration of academic research and practice</td>
<td>From none to highly coupled and imaginative.</td>
</tr>
<tr>
<td>7  Quantitative Evaluation of assessment tool</td>
<td>From none, no reasoning to clear academically argued reasons and clear penetrating insight into own situation.</td>
</tr>
<tr>
<td>8  Reflection</td>
<td>From none, no reasoning to clear academically argued reasons and clear penetrating insight into own situation.</td>
</tr>
<tr>
<td>9  Referencing</td>
<td>From few and not appropriate guidelines used to beyond those cited in the unit material, highly relevant and followed referencing guidelines.</td>
</tr>
<tr>
<td>10 Discretionary</td>
<td>Examples of additional reading and insights beyond that expected from the unit material. etc.</td>
</tr>
</tbody>
</table>

3.5 How do I obtain the assessment video

The assessment video will either be posted out to you during the course in which case it is essential that the RSced have a valid snail mail address for you or a url link will be provided.

Robin Beaumont 3/01/2012