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# CAN YOU PLEASE REPEAT THAT?

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CAN YOU PLEASE REPEAT THAT?  
Improving communication skills for culturally and linguistically diverse students through an innovative online program



CAN YOU PLEASE REPEAT THAT?



- Huge changes in digital technology.
- First generation to have grown up with this technology.
- Less than 5,000 hours reading.
- Over 10,000 hours playing video games Prensky (2001).





CAN YOU PLEASE REPEAT THAT?



## Definition of e-Learning

The delivery of learning, training or education by electronic means (Stockley 2003).





# Learning Styles

## ■ VARK

- Visual (V),
- Aural(A),
- Read/Write (R )
- Kinesthetic (K) Fleming (2001) .

# CAN YOU PLEASE REPEAT THAT?

- Experiential learning
- Interaction with real patients
- In the clinical environment

(Rakoczy & Movey, 1995; Medley & Horne, 2005).



CAN YOU PLEASE REPEAT THAT?



- Feedback aids in
    - error correction,
    - reflection,
    - prioritizing interventions
- (Lassater, 2004; Issenberg, et al., 2005).



# Student learning

- Immediate rather than delayed feedback assist in
  - reconstruction,
  - analysis and
  - critique of their actions.

(Miller, et al., 2000; Lasater, 2004).



# Clinical Communication Program (CCP)

- Online
- Self directed with answers
- Clinical communication learning program
- Free web access to 3 patients & 100 activities
- 16 patients accessible to students enrolled at Flinders.



# Activities in the CCP

- Video of nursing handover of 16 patients
- Actual practice scenarios



# Activities of the CCP

Including:

- Medical/nursing terminology
- Patient handovers
- Tone of voice
- Body language





# Activities of the CCP

- Medical abbreviations
- Frequency abbreviations
- Forms of address
- Titles & roles





# Activities of the CCP

- Abbreviations and jargon
- Typed & hand written medical notes
- Chart written & verbal information
- Interpret fluid intake & output.



# CAN YOU PLEASE REPEAT THAT?

## *STUDENT FEEDBACK*

- *A very interesting and informative website. Thank you. If possible, I would like to have more practice for handover. I REALLY think they (the CCP) very helpful!*

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## STUDENT FEEDBACK

- *I have completed the beds 1-4 activities (from the CCP). I think that is very good information for me to understand how to handover. And also, that lead me as a student to more information and to remind me more careful to calculate drug. I feel more confidence to do handover and also I will go back to recovery doing my clinical placement. I think that can help me to improve my handover. And also, I am keep go to do this activities.*

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## STUDENT FEEDBACK

- *I am an international student therefore; sometimes it is difficult to communicate with nurses and patients and also to write nursing notes. Regarding communication skill, I am using web site which you recommended me. Especially, clinical communication in web site of school of Nursing & Midwifery is useful. I am listening handovers and I am learning how to pronounce medical terms and to understand the meaning of words.*

# CAN YOU PLEASE REPEAT THAT?

## *STAFF FEEDBACK*

*The CCP was designed to provide students with immediate feedback and enable them to undertake self-directed activities repeatedly. Practice aids the development of their communication skills and clinical language whilst also building self-confidence in their ability to translate and articulate theory into practice.*





- Clinical Communication study aid

[http://nursing.flinders.edu.au/students/study\\_aids/clinicalcommunication/](http://nursing.flinders.edu.au/students/study_aids/clinicalcommunication/)

- To get to the CCP page via the Nursing website, click on 'Current students' > 'Student Resources'.
- The clinical communication study aid link is at the bottom of this page.

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## Questions



# References

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