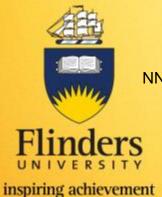


Presenter:

Moira Kelton Lecturer Flinders University
School of Nursing and Midwifery
N301 – Sturt Campus
Ph: 82013273

Email: moira.kelton@flinders.edu.au



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





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).





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).

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

(Rakoczy & Movey, 1995; Medley & Horne,

2005).





- 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.



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!

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.

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.

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/
- 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.

Questions





References

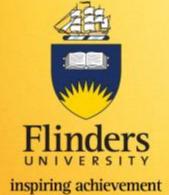
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- Acknowledgement: Didy Button for slide material



Presenter:



Email: moira.kelton@flinders.edu.au



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