

# Art of Veterinary Medicine II, VETM\*3220

Fall/ Winter 2017-2018

0.5 Credit

## Calendar Description

Using modules, this course will build on, and enhance, the knowledge base and skill set acquired in Phase 1 in the area of communications, human-animal interactions, professional development, and the client/patient/veterinarian triad. The focus in these areas will now move towards recognizing difficulties that may arise and how to differentiate abnormal situations from normal ones. Problem solving, conflict resolution and stress management through application of innate and acquired knowledge and skills will be developed. In addition, the course will introduce concepts of business and entrepreneurial skills, which are required for successful veterinary practice.

## Course Coordinator

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## Course Instructors

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## Guest Lecturers

Dr. Kim Lambert, Associate Registrar, Quality Practice - College of Veterinarians of Ontario  
Jennifer Bluhm, Senior Inspector – Ontario Society for the Prevention of Cruelty to Animals  
Douglas Jack, Lawyer – Borden Ladner Gervais

## Teaching Assistants

### **Fall 2017**

To be announced.

### **Winter 2017**

To be announced.

## Administrative Information

For questions regarding academic consideration, continuation of study, academic misconduct, safety, confidentiality, and experiential learning involving use of animals, please refer to the appropriate sections in your Phase II Handbook.

### **Email Communication**

As per university regulations, all students are required to check their <mail.uoguelph.ca> e-mail account regularly: e-mail is the official route of communication between the University and its students.

### **Accessibility**

The University of Guelph is committed to creating a barrier-free environment. Providing services for students is a shared responsibility among students, faculty and administrators. This relationship is based on respect of individual rights, the dignity of the individual and the University community's shared commitment to an open and supportive learning environment. Students requiring service or accommodation, whether due to an identified, ongoing disability or a short-term disability should contact the Student Accessibility Services as soon as possible.

For more information, contact ASA at 519-824-4120 ext. 56208 or email [sas@uoguelph.ca](mailto:sas@uoguelph.ca) or refer to the [ASA website](#).

## Course Objectives

The Art of Veterinary Medicine II is the second in a series of three integrated courses spanning Phases 1, 2 and 3 of the DVM curriculum. The emphasis in this course is to build on your experiences and learning established during Phase I in order to further assist you in developing the foundation of knowledge, skills, attitudes and behaviours necessary to achieve the general and veterinary competencies required of an entry level veterinarian at the time of graduation.

The general and veterinary competencies addressed by the Art of Veterinary Medicine courses as outlined in the Learning Outcomes document are included at the end of this course outline. Specific learning objectives for Phase II are outlined below under three modules of study.

### ***Communications and Client Relations II (CCR)***

This stream builds upon the skills and knowledge attained during Phase 1 with an emphasis on further developing aspects of communication necessary for the complex environment of veterinary practice.

At the completion of Phase II the student will be able to:

- Identify and demonstrate the communication skills that can be used to conduct an effective clinical interview
- Begin to demonstrate the ability to adapt one's use of communication skills to a range of situations and contexts
- Identify and apply the required elements of informed-owner consent
- Demonstrate the ability to communicate effectively through written means

This module has a strong practical component enabling students to assess and evaluate their communication skills including areas of strength and areas for further development. This will be accomplished through appraisal and review of students' interactions with simulated clients.

### ***Personal and Professional Development II (PPD)***

This module will deepen and enhance the professional development of students from Phase I in preparation for a career in veterinary medicine.

At the completion of Phase II the student will be able to:

- Demonstrate the ability to work effectively as a member of a team
- Demonstrate the ability to critically reflect on a situation and modify behaviours as appropriate
- Demonstrate the use of critical reflection as a tool for ongoing learning and professional development
- Demonstrate elements of skill based coaching and feedback including critical appraisal of an interaction and providing constructive feedback that is descriptive and specific
- Apply the principles of ethical decision-making to a variety of clinical and professional situations
- Identify legal restrictions under which a veterinarian must operate

### ***Human Animal Interactions II (HAI)***

At the completion of Phase II students will be able to:

- Describe common ethical perspectives on the use of animals
- Describe techniques used for scientific assessment of animal well-being
- Describe techniques used for the practical assessment of animal well-being

- Apply the practical assessment of animal well-being to the investigation of suspected animal cruelty or neglect
- Describe a veterinarian's legal obligations with respect to animal abuse or neglect

### Reference Textbooks

Silverman J, Kurtz S, Draper J. *Skills for Communicating with Patients*. New York: Radcliffe Medical Press, 2005. *On Reserve R727.3.S56 2005*

Rollin BE. *An Introduction to Veterinary Medical Ethics: Theory and Cases*. Ames: Blackwell Publishing, 2006. *On Reserve SF756.39.R65 2006*

### Recommended Readings

Mullan S, Main D. Principles of ethical decision-making in veterinary practice. *In Pract* 2001;23:394–401.

MacMartin C, Wheat HC, Coe JB, Adams CL. Effect of question design on dietary information solicited during veterinarian-client interactions in companion animal practice in Ontario, Canada. *J Am Vet Med Assoc* 2015;246:1203-1214.

Kanji N, Coe JB, Adams CL, Shaw JR. Effect of veterinarian-client-patient interactions on client adherence to dentistry and surgery recommendations in companion-animal practice. *J Am Vet Med Assoc* 2012;240:427-436.

Dysart LMA, Coe JB, Adams CL. Analysis of solicitation of client concerns in companion animal practice. *J Am Vet Med Assoc* 2011;238:1609-1615.

Coe JB, Adams CL, Bonnett BN. Prevalence and nature of cost discussions during clinical appointments in companion animal practice. *J Am Vet Med Assoc* 2009;234:1418-1424.

Coe JB, Adams CL, Bonnett BN. A focus group study of veterinarians' and pet owners' perceptions of veterinarian-client communication in companion animal practice. *J Am Vet Med Assoc* 2008;233:1072-1080.

Coe JB, Adams CL, Bonnett BN. A focus group study of veterinarians' and pet owners' perceptions of the monetary aspects of veterinary care. *J Am Vet Med Assoc* 2007;231:1510-1518.

### Assignments and Evaluation

Within this course there are a number of assignments. Students will be graded as “incomplete” in this course if any assignment is not submitted. If a student receives a failing grade for any graded assignment s/he will be encouraged to participate in a remedial process. This will include consultation with the course coordinator followed by a rewrite of the original assignment. The student will be provided the opportunity to submit the rewritten assignment for remarking.

In this course, Turnitin will be used and integrated with the CourseLink Dropbox tool, to detect possible plagiarism, unauthorized collaboration or copying as part of the ongoing efforts to maintain academic integrity at the University of Guelph.

All assignments submitted to the CourseLink Dropbox tool in this course will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the Usage Policy posted on the Turnitin.com site.

A major benefit of using Turnitin is that students will be able to educate and empower themselves in preventing academic misconduct. In this course, you may screen your own assignments through Turnitin as many times as you wish before the due date. You will be able to see and print reports that show you exactly where you have properly and improperly referenced the outside sources and materials in your assignment.

The final exam in this course, based on clinical communication skills, professional development and the interaction between humans and animals, will constitute 25% of the final grade. Testing will take the form of an Objective Structured Clinical Exam (OSCE), during which the student will be required to work through stations that are designed to assess their knowledge and skills pertaining to the material covered in the course.

<b>Evaluations</b>		<b>% of Final Grade</b>
<b>Critical Reflection</b>	Critical reflection log	7.5%
	Meta-analysis of Critical reflection log	7.5%
<b>Tutorials</b>	Participation	5%
	Group medical record	10%
	Group discharge statement	5%
<b>Simulated Client Laboratories</b>	Video review of interaction with a simulated client	10%
	Coaching assignment: Performance analysis of a peer	5%
<b>Animal Cruelty Investigation Report</b>		5%

<b>College of Veterinarians of Ontario SEAL</b>	<b>5%</b>
<b>Written Exam</b>	<b>15%</b>
<b>Final Exam - OSCE</b>	<b>25%</b>

\*\*\* CourseLink (D2L) will be used to support the teaching and learning within this course. All assignments and grading schemes will be posted through CourseLink. This is also where you will contribute to your critical reflection log.

Course Schedule
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Please consult your course schedule for the time and location of lectures, tutorials and the clinical communication labs. **Printed notes will not be provided for this course.** Students are responsible for recording lecture material at the time it is delivered and accessing the referenced reading material listed in this outline.

Lecture	Module	Topic	Instructor(s)
1	All	Introduction to Art of Veterinary Medicine II	Best
2	PPD/ CCR	Conflict management	Best
3	PPD/ CCR	Conflict management	Best
4	PPD	Critical reflection assignment	Best
5	CCR	Decision making and informed consent	Best
6	CCR	Communicating about money	Best
7 and 8	PPD/ CCR	Tutorial preparation - Writing medical records	CVO
9	PPD/ CCR	Breaking bad news	Best
Tutorial 1	PPD / CCR	Group interview: Gathering information	Best
Tutorial 2	PPD / CCR	Group interview: Explaining and planning - Part 1	Best
Tutorial 3	PPD / CCR	Group interview: Explaining and planning - Part 2	Best
10	HAI/ PPD	Shelter dogs	Best
11	HAI/ PPD	Pet relinquishment and euthanasia	Best

12 and 13	HAI/ PPD	Animal welfare and the role of the OSPCA	Bluhm
14	PPD/ CCR	Lab preparation - Coaching and feedback	Best
Labs 1-5	PPD/ CCR	Individual simulated client interviews	Best
15	HAI/ PPD	Animal welfare I	Haley
16	HAI/ PPD	Animal welfare II	Haley
17	HAI/ PPD	Animal welfare III	Haley
18	HAI/ PPD	Animal welfare IV	Haley
19 and 20	PPD	Veterinary ethics and the law	Jack
21 and 22	PPD/ CCR	Social media	Best
23	CCR	Disclosing medical errors	Best

### The Competency-Based DVM Curriculum

- Competencies are the required activities that are consistently exhibited by successful members of a profession. Every profession has a desired and defined mix of competencies. Simply put, a competency is an underlying characteristic that improves job performance. Competencies follow the 80% / 20% rule. For any job, there will be a few (the 20%) key competencies that will largely (the 80%) influence excellence and success.
- Your curriculum is one that is competency-based. This means that at graduation, you will have demonstrated to us a set of competencies that are necessary for entry to the veterinary profession. The DVM curriculum was constructed to ensure that you have been taught these competencies and that your achievement of them has been evaluated.
- Competencies do not exist as either/ or, but are a matter of degree or level of expertise. They follow a developmental path, from the least to the most complex behaviours. Although different jobs require different competencies, competencies are transferable once they have become learned behaviours. Thus, each job experience can be used in career development or personal growth plans.
- Competencies include three categories that have been identified as critical for success in veterinary medicine: **Skills, Knowledge, and Aptitude and Attitudes**. Skills and knowledge are relatively easy to define, observe and measure. Aptitudes and attitudes are

harder to observe and even more difficult to develop. However, they are the competencies that are most likely to define successful performance and satisfaction with work and life.

- Competencies are achieved by attaining specific learning objectives.

The general and veterinary competencies addressed by the Art of Veterinary Medicine courses as outlined in the [Learning Outcomes](#) document are:

### **Professionalism**

Demonstrate the ability to evolve and adapt written and oral communication skills in order to effectively interact with clients, colleagues and staff as both a leader and team manager.

This includes, at the appropriate level, being able to:

- a. Listen respectfully and comprehend appreciatively
- b. Practice the elements of good interpersonal communication successfully.
- c. Demonstrate the ability to work cooperatively.
- d. Effectively manage interpersonal conflict.
- e. Communicate effectively by oral, written and electronic means.
- f. Understand the importance of feelings, emotions, and values as elements of communication.

Comply with ethical principles, legislation and regulations for the licensed veterinarian, and any other contractual or legal arrangements.

This includes, at the appropriate level, being able to:

- a. Identify and articulate your personal value system.
- b. Identify ethics and standards of conduct.
- c. Identify the values and assumptions that may be operative in various contexts.
- d. Identify, critically evaluate, and accept the implications and consequences of decisions.
- e. Re-evaluate decisions based on new information.
- f. Deal effectively with uncertainty.
- g. Accept that self-assessment of ethics and standards of conduct is a professional responsibility
- h. Accept that others may have different values and assumptions and respect those differences.
- i. Recognize and comply with the privileges and responsibilities of licensed veterinarians.
- j. Recognize and comply with professional obligations arising from other legislation.
- k. Recognize contractual arrangements.

- l.** Recognize situations in which prevailing legislative regulations are unclear or open to interpretation.
- m.** Identify and use sources of expert advice concerning compliance with legislation when warranted.
- n.** Report suspected illegal activities to the appropriate authorities.
- o.** Engage in professional behaviour which is consistent with the standards of the veterinary profession.
- p.** Recognize factors affecting the welfare of animals and recommended codes of practice.
- q.** Obtain permission to undertake procedures when required.
- r.** Take appropriate action in the case of suspected unethical behaviour.
- s.** Promote the welfare of animals.

### ***Planning and Analysis***

Appropriately identify, validate and analyze a problem based on scientific methodology, in a manner that can be critically reviewed.

This includes, at the appropriate level, being able to:

- a.** Identify and articulate the strengths and weaknesses, similarities and difference, of various forms of inquiry.
- b.** Describe and apply the scientific method.
- c.** Demonstrate an ability to evaluate information.
- d.** Describe, evaluate and apply various approaches to the diagnostic process.
- e.** Articulate and evaluate personal problem-solving processes.
- f.** Use, where appropriate, alternative approaches in an investigation.
- g.** Communicate clearly in a form appropriate to the context.
- h.** Consider the needs of the audience.
- i.** Give due emphasis to listening.
- j.** Maintain orderly, legible records of veterinary work in a form suitable for use by others.