



VETM*3220 Art of Veterinary Medicine II

Fall 2020

Section(s): C01

Department of Population Medicine

Credit Weight: 0.50

Version 1.00 - September 08, 2020

1 Course Details

1.1 Calendar Description

Using modules, this course will build on, and enhance, the knowledge base and skill set acquired in Phase I 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 recognising 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.

Pre-Requisites: VETM*3210
Co-Requisites: All Phase 2 courses.

1.2 Timetable

Timetable is subject to change. Please see WebAdvisor for the latest information.

1.3 Final Exam

Exam time and location is subject to change. Please see WebAdvisor for the latest information.

2 Instructional Support

2.1 Instructional Support Team

Instructor: Dr. Derek Haley
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Course Co-ordinator: Dr. Jason Coe
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Lab Technician: Jennifer Thurtell
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2.2 Teaching Assistants

Teaching Assistant: Dr. Judith DaCosta
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Teaching Assistant: Dr. Kerry Schutten
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2.3 Guest Lecturers

Dr. Susan Sabatini, Practice Advisor - College of Veterinarians of Ontario

Jennifer Bluhm, Chief of Animal Protection Services – Ontario Society for the Prevention of Cruelty to Animals

Douglas Jack, Partner – Borden Ladner Gervais LLP

3 Learning Resources

3.1 Recommended Resources

Reference Textbooks (Textbook)

Adams CL, Kurtz S. Skills for Communicating in Veterinary Medicine. Oxford: Otmoor Publishing, 2017. *University of Guelph, McLaughlin Library Reserve Collection* SF610.5 .A33 2017

Mullan S, Fawcett A. *Veterinary Ethics: Navigating Tough Cases*. 5M Publishing, 2017. ProQuest Ebook Central, <https://ebookcentral-proquest-com.subzero.lib.uoguelph.ca/lib/uoguelph/detail.action?docID=5123499>

3.2 Additional Resources

Additional Readings (Article)

College of Veterinarians of Ontario. Professional Practice Standard: Informed Client Consent. Available at: <https://cvo.org/CVO/media/College-of-Veterinarians-of-Ontario/Resources%20and%20Publications/Professional%20Practice%20Standards/PPSInformedClientCo> Accessed August 17, 2020.

College of Veterinarians of Ontario. Guide to the Professional Practice Standard: Informed Client Consent. Available at: <https://cvo.org/CVO/media/College-of-Veterinarians-of-Ontario/Resources%20and%20Publications/Professional%20Practice%20Standards/ICCGuide2020.pdf> Accessed August 17, 2020.

College of Veterinarians of Ontario. Professional Practice Standard: Medical Records. Available at: <https://cvo.org/getmedia/75c753ca-40d4-459a-8020-fb32e4aa4f1f/PPSMedicalRecords.pdf.aspx> Accessed August 17, 2020.

College of Veterinarians of Ontario. Guide to the Professional Practice Standard: Medical Records. Available at: <https://cvo.org/getmedia/e4042f00-5772-4932-b4a3-60f2080f574c/GuideMedicalRecords.pdf.aspx> Accessed August 17, 2020.

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 the monetary aspects of veterinary care. *J Am Vet Med Assoc* 2007;231:1510-1518.

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

College of Veterinarians of Ontario. Professional Practice Standard: Veterinary Euthanasia. Available at: <https://cvo.org/getmedia/62a48ea7-e4ff-4462-a28f-afe2fde9bbd2/PPSVeterinaryEuthanasia.pdf.aspx> Accessed August 17, 2020.

Fraser D. Animal welfare assurance programs in food production: A framework for

assessing options. *Animal Welfare* 2006;15:93-104.

4 Learning Outcomes

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.

4.1 Course Learning Outcomes

By the end of this course, you should be able to:

1. 1. **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. Upon 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.

2. 2. **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. Upon 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

3. 3. **Human Animal Interactions II (HAI)** Upon 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

5 Teaching and Learning Activities

Please consult your DVM course schedule for the timing of lectures, tutorials and the clinical communication labs. The format in which each learning activity will be delivered is posted on CourseLink. All lectures, tutorials and labs planned to be delivered synchronously will have information posted on CourseLink on how to access the session.

Printed notes will not be provided for this course. Students are responsible for capturing lecture material at the time it is delivered and completing the associated post-lecture quiz within the required timeframe. Students should access the referenced reading material listed in this outline as they require.

Please note that the ongoing COVID-19 pandemic may necessitate a revision of the format of course offerings and academic schedules. Any such changes regarding the delivery of the Art of Veterinary Medicine 2 (VETM*3220) will be announced via CourseLink and/or class email.

5.1 Lecture

Lecture 1

Topics:	Introduction to the Art of Veterinary Medicine 2
Lecture 2	
Topics:	Critical Reflection Assignment
Lecture 3 and 4	
Topics:	Conflict Management
Lecture 5	
Topics:	Decision Making and Informed Owner Consent
Lecture 6 and 7	
Topics:	Regulatory Requirements of Writing Medical Records
Lecture 8	
Topics:	Communicating with clients about money
Lecture 9	
Topics:	Breaking Bad News
Lecture 10	
Topics:	Shelter Dogs (Video)
Lecture 11	
Topics:	Ethical Decision Making
Lecture 12	
Topics:	Lab Preparation - Coaching and Feedback
Lecture 13 and 14	
Topics:	Animal Welfare and the Role of the OSPCA
Lecture 15	

Topics: Animal Welfare 1

Lecture 16

Topics: Animal Welfare 2

Lecture 17

Topics: Animal Welfare 3

Lecture 18

Topics: Animal Welfare 4

Lecture 19 and 20

Topics: Veterinary Ethics and the Law

Lecture 21 and 22

Topics: Social Media

Lecture 23

Topics: Disclosing medical errors

5.2 Seminar

Tutorial 1

Topics: Group Interview: Gathering Information

Tutorial 2

Topics: Group Interview: Explaining and Planning - Part 1

Tutorial 3

Topics: Group Interview: Explaining and Planning - Part 2

5.3 Lab

Labs 1 to 5

Topics:Individual Simulated Client Interviews

6 Assessments

Within this course there are a number of assessments. For Academic Consideration, please contact the Associate Dean, Students and Academic (ovc.dvmacademics@uoguelph.ca). Failure to complete any assessment by the end of the course will result in a grade of 'Incomplete' (INC) being assigned for the Art of Veterinary Medicine 2 (VETM*3220) course until the assessment is complete. If all course assessments are not completed by July 1, 2021 and academic consideration has not been granted, the student will be assigned a grade of 49% in the Art of Veterinary Medicine 2 course (VETM*3220).

If a student receives a failing grade for any graded assignment they 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 re-evaluation.

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 one or more stations that are designed to assess their knowledge and skills pertaining to the material covered in the course.

6.1 Marking Schemes & Distributions

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

6.2 Assessment Details

Critical Reflection Assignment (15%)

Critical Reflection Log - 7.5%

Meta-Analysis of Critical Reflection Log - 7.5%

Small Group Tutorials (20%)

Participation - 5%

Group Medical Record - 10%

Group Discharge Statement - 5%

Simulated-Client Laboratories (15%)

Video Review of Interaction with a Simulated Client - 10%

Coaching Assignment: Performance Analysis of a Peer - 5%

Animal Cruelty Investigation Report (5%)

Student Continuing Professional Development (CPD) Assignment (5%)

Submitted to the College of Veterinarians of Ontario

Post-Lecture Quizzes (15%)

Final Exam - OSCE (25%)

7 Course Statements

7.1 7.1 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:

1. Listen respectfully and comprehend appreciatively
2. Practice the elements of good interpersonal communication successfully.
3. Demonstrate the ability to work cooperatively.
4. Effectively manage interpersonal conflict.
5. Communicate effectively by oral, written and electronic means.
6. 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:

1. Identify and articulate your personal value system.
2. Identify ethics and standards of conduct.
3. Identify the values and assumptions that may be operative in various contexts.
4. Identify, critically evaluate, and accept the implications and consequences of decisions.
5. Re-evaluate decisions based on new information.
6. Deal effectively with uncertainty.
7. Accept that self-assessment of ethics and standards of conduct is a professional responsibility
8. Accept that others may have different values and assumptions and respect those differences.
9. Recognize and comply with the privileges and responsibilities of licensed veterinarians.
10. Recognize and comply with professional obligations arising from other legislation.
11. Recognize contractual arrangements.
12. Recognize situations in which prevailing legislative regulations are unclear or open to interpretation.
13. Identify and use sources of expert advice concerning compliance with legislation when warranted.
14. Report suspected illegal activities to the appropriate authorities.
15. Engage in professional behaviour which is consistent with the standards of the veterinary profession.
16. Recognize factors affecting the welfare of animals and recommended codes of practice.
17. Obtain permission to undertake procedures when required.
18. Take appropriate action in the case of suspected unethical behaviour.

19. 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:

1. Identify and articulate the strengths and weaknesses, similarities and difference, of various forms of inquiry.
2. Describe and apply the scientific method.
3. Demonstrate an ability to evaluate information.
4. Describe, evaluate and apply various approaches to the diagnostic process.
5. Articulate and evaluate personal problem-solving processes.
6. Use, where appropriate, alternative approaches in an investigation.
7. Communicate clearly in a form appropriate to the context.
8. Consider the needs of the audience.
9. Give due emphasis to listening.
10. Maintain orderly, legible records of veterinary work in a form suitable for use by others.

7.2 Statement on Session Recordings:

By enrolling in a course, unless explicitly stated and brought forward to their instructor, it is assumed that students agree to the possibility of being recorded during lecture, seminar or other "live" course activities, whether delivery is in-class or online/remote.

If a student prefers not to be distinguishable during a recording, they may:

1. turn off their camera
2. mute their microphone
3. edit their name (e.g., initials only) upon entry to each session
4. use the chat function to pose questions

Students who express to their instructor that they, or a reference to their name or person, do not wish to be recorded may discuss possible alternatives or accommodations with their instructor.

7.3 Netiquette Statement Regarding Online Behaviour:

Inappropriate online behaviour will not be tolerated. Examples of inappropriate online behaviour include:

- Posting inflammatory messages about your instructor or fellow students
- Using obscene or offensive language online
- Copying or presenting someone else's work as your own
- Adapting information from the Internet without using proper citations or references
- Buying or selling term papers or assignments
- Posting or selling course materials to course notes websites
- Having someone else complete your quiz or completing a quiz for/with another student
- Stating false claims about lost quiz answers or other assignment submissions
- Threatening or harassing a student or instructor online
- Discriminating against fellow students, instructors and/or TAs
- Using the course website to promote profit-driven products or services
- Attempting to compromise the security or functionality of the learning management system
- Sharing your user name and password
- Recording lectures without the permission of the instructor

8 University Statements

8.1 Email Communication

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

8.2 When You Cannot Meet a Course Requirement

When you find yourself unable to meet an in-course requirement because of illness or compassionate reasons please advise the course instructor (or designated person, such as a teaching assistant) in writing, with your name, id#, and e-mail contact. The grounds for Academic Consideration are detailed in the Undergraduate and Graduate Calendars.

Undergraduate Calendar - Academic Consideration and Appeals

<https://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-ac.shtml>

Graduate Calendar - Grounds for Academic Consideration

<https://www.uoguelph.ca/registrar/calendars/graduate/current/genreg/index.shtml>

Associate Diploma Calendar - Academic Consideration, Appeals and Petitions

<https://www.uoguelph.ca/registrar/calendars/diploma/current/index.shtml>

8.3 Drop Date

Students will have until the last day of classes to drop courses without academic penalty. The deadline to drop two-semester courses will be the last day of classes in the second semester. This applies to all students (undergraduate, graduate and diploma) except for Doctor of Veterinary Medicine and Associate Diploma in Veterinary Technology (conventional and alternative delivery) students. The regulations and procedures for course registration are available in their respective Academic Calendars.

Undergraduate Calendar - Dropping Courses

<https://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-drop.shtml>

Graduate Calendar - Registration Changes

<https://www.uoguelph.ca/registrar/calendars/graduate/current/genreg/genreg-reg-regchg.shtml>

Associate Diploma Calendar - Dropping Courses

<https://www.uoguelph.ca/registrar/calendars/diploma/current/c08/c08-drop.shtml>

8.4 Copies of Out-of-class Assignments

Keep paper and/or other reliable back-up copies of all out-of-class assignments: you may be asked to resubmit work at any time.

8.5 Accessibility

The University promotes the full participation of students who experience disabilities in their academic programs. To that end, the provision of academic accommodation is a shared responsibility between the University and the student.

When accommodations are needed, the student is required to first register with Student Accessibility Services (SAS). Documentation to substantiate the existence of a disability is required; however, interim accommodations may be possible while that process is underway.

Accommodations are available for both permanent and temporary disabilities. It should be noted that common illnesses such as a cold or the flu do not constitute a disability.

Use of the SAS Exam Centre requires students to book their exams at least 7 days in advance and not later than the 40th Class Day.

For Guelph students, information can be found on the SAS website

<https://www.uoguelph.ca/sas>

For Ridgetown students, information can be found on the Ridgetown SAS website
<https://www.ridgetownc.com/services/accessibilityservices.cfm>

8.6 Academic Integrity

The University of Guelph is committed to upholding the highest standards of academic integrity, and it is the responsibility of all members of the University community-faculty, staff, and students-to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. University of Guelph students have the responsibility of abiding by the University's policy on academic misconduct regardless of their location of study; faculty, staff, and students have the responsibility of supporting an environment that encourages academic integrity. Students need to remain aware that instructors have access to and the right to use electronic and other means of detection.

Please note: Whether or not a student intended to commit academic misconduct is not relevant for a finding of guilt. Hurried or careless submission of assignments does not excuse students from responsibility for verifying the academic integrity of their work before submitting it. Students who are in any doubt as to whether an action on their part could be construed as an academic offence should consult with a faculty member or faculty advisor.

Undergraduate Calendar - Academic Misconduct

<https://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-amisconduct.shtml>

Graduate Calendar - Academic Misconduct

<https://www.uoguelph.ca/registrar/calendars/graduate/current/genreg/index.shtml>

8.7 Recording of Materials

Presentations that are made in relation to course work - including lectures - cannot be recorded or copied without the permission of the presenter, whether the instructor, a student, or guest lecturer. Material recorded with permission is restricted to use for that course unless further permission is granted.

8.8 Resources

The Academic Calendars are the source of information about the University of Guelph's procedures, policies, and regulations that apply to undergraduate, graduate, and diploma programs.

Academic Calendars

<https://www.uoguelph.ca/academics/calendars>

8.9 Disclaimer

Please note that the ongoing COVID-19 pandemic may necessitate a revision of the format of course offerings and academic schedules. Any such changes will be announced via CourseLink and/or class email. All University-wide decisions will be posted on the COVID-19

website (<https://news.uoguelph.ca/2019-novel-coronavirus-information/>) and circulated by email.

8.10 Illness

The University will not normally require verification of illness (doctor's notes) for fall 2020 or winter 2021 semester courses. However, requests for Academic Consideration may still require medical documentation as appropriate.
