



Medical Communication

1. IMPRINT	
Academic Year	2020/2021
Department	Faculty of Medicine
Field of study	Medicine
Main scientific discipline <i>(in accord with appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019)</i>	Medical Sciences
Study Profile <i>(general academic / practical)</i>	Practical
Level of studies <i>(1st level / 2nd level / uniform MSc)</i>	Uniform MDs
Form of studies	Full-time studies
Type of module / course <i>(obligatory / non-compulsory)</i>	Obligatory
Form of verification of learning outcomes <i>(exam / completion)</i>	Completion
Educational Unit / Educational Units <i>(and address / addresses of unit / units)</i>	Zakład Psychologii i Komunikacji Medycznej [Department of Medical Psychology & Medical Communication] (DMP&MC) ul. Litewska 14/16, 00-575 Warszawa, Tel. +48 22 116 92 11 Studium Komunikacji Medycznej [Department of Medical Communication (e-learning) (DMC) ul. Żwirki i Wigury 81, 02-091 Warszawa, Tel.22 5720578

Head of Educational Unit / Heads of Educational Units	DMP&MC: Professor Krzysztof Owczarek, MA, PhD / Dorota Włodarczyk, MA, PhD (Acting Head) DMC: Antonina Doroszevska, MA, PhD
Course coordinator (title, First Name, Last Name, contact)	Magdalena Łazarewicz, MA, PhD magdalena.lazarewicz@wum.edu.pl
Person responsible for syllabus (First name, Last Name and contact for the person to whom any objections concerning syllabus should be reported)	Magdalena Łazarewicz, MA, PhD magdalena.lazarewicz@wum.edu.pl
Teachers	<u>Practicals:</u> Magdalena Łazarewicz, MA, PhD (magdalena.lazarewicz@wum.edu.pl) Joanna Chylińska, MA, PhD (joanna.chylinska@wum.edu.pl) Jakub Związek, MA (jakub.zwiazek@wum.edu.pl) <u>E-learning:</u> Agnieszka Oronowicz-Jaśkowiak, MD (agnieszka.oronowicz-jaskowiak@wum.edu.pl)

2. BASIC INFORMATION

Year and semester of studies	II, 2 nd semester	Number of ECTS credits	1.00
FORMS OF CLASSES		Number of hours	ECTS credits calculation
Contacting hours with academic teacher			
Lecture (L)		-	
Seminar (S)		-	
Discussions (D)		-	
e-learning (e-L)		20	0.4
Practical classes (PC)		12	0.4
Work placement (WP)		-	
Unassisted student's work			
Preparation for classes and completions		5	0.2

3. COURSE OBJECTIVES

01	During the course student acquires knowledge and skills on the basic psychological aspects of the medical interviewing, becomes familiar with the Calgary Cambridge model of communication and is able to apply its' selected elements.
02	The student understands why good communication skills are important in medical practice and knows how to develop good rapport with patients and their families; is aware of different models of doctor-patient interactions and understands their consequences for medical outcomes.
03	The student gains basic knowledge and skills in verbal and nonverbal communication.
04	The student understands and applies principles of effective interpersonal communication in medical context: uses various techniques of active listening: open- and closed ended questions, facilitation, checking, clarification, summarising.
05	The student understands what empathy is and how to express it, is able to reflect and legitimate emotions, elicit patient's concerns, ideas and expectations; know how to provide emotional support.

4. STANDARDS OF LEARNING – DETAILED DESCRIPTION OF EFFECTS OF LEARNING (concerns fields of study regulated by the Regulation of Minister of Science and Higher Education from 26 of July 2019; does not apply to other fields of study)

<p>Code and number of effect of learning in accordance with standards of learning (in accordance with appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019)</p>	<p>Effects in time</p>
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Knowledge – Graduate* knows and understands:

D.K5	the rules and methods of communication with the patient and his family, which are used to build an empathic, trust-based relationship
D.K6	the role of good verbal and nonverbal communication in doctor-patient interaction, the meaning of trust in the interaction with patients
D.K15	the principles of motivating the patient to promote healthy behaviour and informing about unfavourable prognosis

Skills– Graduate* is able to:

D.S1	include patient's subjective needs and expectations resulting from socio-cultural background in the entire therapeutic process
D.S4	builds the atmosphere of trust during the treatment process
D.S5	conduct the consult with the patient with the use of empathy and active listening; is able to discuss patient's life situation
D.S11	applies basic psychological motivational and supportive interventions

* In appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019 „graduate”, not student is mentioned.

5. ADDITIONAL EFFECTS OF LEARNING (non-compulsory)

Number of effect of learning	Effects of learning i time
Knowledge – Graduate knows and understands:	
K1	-
K2	-
Skills– Graduate is able to:	
S1	-
S2	-
Social Competencies – Graduate is ready for:	
SC1	-
SC2	-

6. CLASSES

Form of class	Class contents	Effects of Learning
e-L	Functions of medical communication. Communication and patient satisfaction. The role of empathy in doctor-patient relationship. Methods of communication. Communication barriers and errors. Medical interview. Breaking bad news. Communication in medical team. Difficult conversations with patients. Motivational interviewing.	D.K5 D.K6 D.K15
C1	Basic skills in medical communication (1)– the importance of communication for medical outcomes; basic rules of building a good doctor-patient/family relationship: verbal and nonverbal aspects of communication; showing respect and building rapport; eliciting patient’s perspective; active listening skills in gathering information; questioning techniques	D.K5 D.K6 D.S1 D.S4
C2	Basic skills in medical communication (2) – educating and explaining in medical practice; including patient’s perspective in the treatment process, discussing treatment with patients	D.S1 D.S4 D.S5
C3	Empathy and support - responding to patient’s expectations and needs with empathy, eliciting and validating emotional state of patients during treatment process, giving emotional support to patients,	D.S1 D.S4 D.S5 D.S11

7. LITERATURE

Obligatory

PDF materials provided by the teacher during the course

Supplementary

- Silverman, J., Kurtz, S, Draper J (2008) Skills for Communicating with Patients. Radcliffe Publishing.
- Desmond J, Copeland LR (2000) Communicating with Today's Patients. Jossey-Bass. A Wiley Imprint.
- Gordon T, Edwards WS (1997) Making the Patient Your Partner. Auburn House.

8. VERIFYING THE EFFECT OF LEARNING

Code of the course effect of learning	Ways of verifying the effect of learning	Completion criterion
D.K5, D.K6, D.S1, D.S4, D.S5, D.S11	Active participation in all exercises during classes	Minimal acceptable level of performance
D.K5, D.K6, D.K15	Completing the e-learning course and submitting the written exercise required in the e-learning course	Minimal acceptable level of performance

9. ADDITIONAL INFORMATION (information essential for the course instructor that are not included in the other part of the course syllabus e.g. if the course is related to scientific research, detailed description of, information about the Science Club)

The class is intended as practical and is based on experiential learning. The outcomes of that process are strongly related to active participation in all in-class activities, therefore attendance is mandatory. Students will be allowed to make up missed work in case of an excused absence. In such cases students should notify the teacher as soon as possible to establish the way of covering the absence. Change of subgroups is possible only after consulting the teacher in advance. Students are expected to come to the class on time and participate actively. Being late for over 15 minutes counts as an absence. Recurring tardiness will result in additional work – an essay or short review of literature (based on the decision of the teacher, depending on the missed material). To provide good learning environment for everyone, students are requested to turn off any electronic devices that might disturb the class.

To complete the course students are required to be present at all classes (with a possibility to come with another group in case of absence – after teachers approval), participate actively in all exercises, complete the e-learning course and submit the written exercise required in the e-learning course.

Contact information to the course coordinator:

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The Department of Medical Psychology and Medical Communication runs the Psychological Students Science Club "Psyche" (in English) (contact information: magdalena.lazarewicz@wum.edu.pl).