



Know-How of the Patient-Physician Communication

(8 weeks from 20.02, 5.15pm, ul. Litewska 14/16)

1. Imprint	
Faculty name:	2nd Faculty of Medicine
Education program (<i>field of study, level and educational profile, form of studies, e.g., Public Health, 1st level studies, practical profile, full time</i>):	English Division, 1 st level studies, practical profile, full time
Academic year:	2019/2020
Module/subject name:	Know-How of the Patient-Physician Communication (8 weeks from 20.02, 5.15pm, ul. Litewska 14/16)
Subject code (<i>from the Pensum system</i>):	
Educational units:	Department of Medical Psychology & Medical Communication ul. Litewska 14/16, 00-575 Warszawa Tel. +48 22 116 92 11
Head of the unit/s:	Professor Krzysztof Owczarek, MA, PhD
Study year (<i>the year during which the respective subject is taught</i>):	IV-VI for the 6-year program III-IV for the 4-year program
Study semester (<i>the semester during which the respective subject is taught</i>):	2 nd semester
Module/subject type (<i>basic, corresponding to the field of study, optional</i>):	Optional
Teachers (<i>names and surnames and degrees of all academic teachers of respective subjects</i>):	Magdalena Łazarewicz, MA, PhD
ERASMUS YES/NO (<i>Is the subject available for students under the ERASMUS programme?</i>):	YES
A person responsible for the syllabus (<i>a person to which all comments to the syllabus should be reported</i>):	Magdalena Łazarewicz, MA, PhD magdalena.lazarewicz@wum.edu.pl
Number of ECTS credits:	2
2. Educational goals and aims	

<p>1. Thorough grounding in the knowledge and development of skills on the psychological aspects of the medical patient care.</p> <p>After the course:</p> <p>2. Students understand why good communication skills are important in medical practice.</p> <p>3. Students know how to develop a good rapport with patients, their families and medical team members.</p> <p>4. Students are familiar with protocols for conducting a medical interview (e.g. Calgary – Cambridge, Kalamazoo Consensus Statement, Four Habits, SPIKES, EMPATIA), running a psychomedical diagnosis, passing recommendations and bad news to the patient and the family.</p> <p>5. Student is able to critically upraise interviews conducted by himself/herself.</p>
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3. Initial requirements

Credit in Medical Psychology (4-year program) or Medical Psychology with Sociology (6-year program) course

4. Learning outcomes corresponding to the subject

A list of course learning outcomes

Symbol of course learning outcomes	Description of course learning outcomes	The reference to programme learning outcomes (number)
W1	student understands the importance of good verbal and nonverbal communication for doctor-patient relation and the meaning of trust in the interaction with patient	D.W04
W2	student knows basic rules of passing bad news	D.W12
W3	student knows basic rules of motivating patients for health behaviours	D.W12
W4	student knows basic rules of working in a team	D.W15
W5	Student knows protocols for conducting a medical interview (e.g. Calgary – Cambridge, Kalamazoo Consensus Statement, Four Habits, SPIKES, EMPATIA)	-
U1	in the whole therapeutic process, the student includes patient's subjective needs and expectations resulting from socio-cultural background	D.U01
U2	student builds the atmosphere of trust during the treatment process	D.U04
U3	student conducts the consult with the patient with the use of active listening skills and empathy, and talks to the patient about his life situation	D.U05
U4	student informs the patient about the goal, progress and possible risks of suggested diagnostic and treatment methods	D.U06
U5	student passes bad news to the patient and his/her family	D.U07
U6	student passes recommendations and information on health promoting lifestyle	D.U08
U7	student applies basic psychological motivational and supportive interventions	D.U10
U8	student communicates with the team, sharing constructive feedback and support	D.U11

5. Forms of classes

<i>Form</i>	<i>Number of hours</i>	<i>Number of groups</i>
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Lecture	-	-
Seminar	30	1 (max. 24 students)
Practical classes	-	-

6. Subject topics and educational contents

S1 – Seminar 1 – Good contact with patient and patient’s family as a basis for cooperation and relation: (a) Understanding patient’s perspective: asking and listening with understanding, (b) Empathy and support from doctor: possibilities and limitations, (c) Verbal and non-verbal communication. Working in an interdisciplinary medical team. – W1, W4 - Magdalena Lazarewicz, MA, PhD

S2 – Seminar 2 – Introduction to protocols for basic medical interview (mainly Calgary – Cambridge protocol) – W1, W5 - Magdalena Lazarewicz, MA, PhD

S3 – Seminar 3 – Passing information to patients in moderate distress / Talking to patients and family members experiencing high levels of stress – W2, W5, U1-U4, U7-U8 - Magdalena Lazarewicz, MA, PhD

S4- Seminar 4 – Doctor’s role in health promotion. Motivation to health change and treatment. Patient’s compliance - – W3, U1-U4, U6-U8 - Magdalena Lazarewicz, MA, PhD

S5 – Seminar 5 – Specific communication challenges in medical practice (cases including contact with long-term family caregivers, long-term hospitalization, interviewing about sexual life, noncompliant patient) – W2, U1-U8 - Magdalena Lazarewicz, MA, PhD

S6-S8 – Seminar 6 to 8 - Practical exercises of the use of psychological knowledge and skills for solving problems in medical practice (based on interviews recorded by students) – use of W1-W5 for practising U1-U8 - Magdalena Lazarewicz, MA, PhD.

7. Methods of verification of learning outcomes

Learning outcome corresponding to the subject (symbol)	Forms of classes (symbol)	Methods of verification of a learning outcome	Credit receiving criteria
U1-U8, W1-W5	S	<ul style="list-style-type: none"> - Active participation in role-playing exercises, - Recording and presentation of conducted interviews, - Report summarizing conducted interview 	Minimal acceptable level of performance on the learning outcome

8. Evaluation criteria

Form of receiving credit in a subject: CREDIT

grade	criteria
2.0 (failed)	-
3.0 (satisfactory)	-
3.5 (rather good)	-

4.0 (good)	-
4.5 (more than good)	-
5.0 (very good)	-

9. Literature

Obligatory literature:

1. All obligatory reading materials will be provided by the teacher in .pdf files or as links to journal articles assessable through MUW Library.

Supplementary literature:

1. McCullagh, M. & Wright, R. (2008) Good Practice Student's Book. Communication Skills in English for the Medical Practitioner.
2. Feldman, M. & Christensen, J. (2014) Behavioral Medicine. A Guide for Clinical Practice. McGraw-Hill Medical.
3. Ofri, D. (2014) What Doctors Feel: How Emotions Affect the Practice of Medicine. Beacon Press.
4. Gabe, J. & Monaghan, L. (2013) Key Concepts in Medical Sociology (SAGE Key Concepts series). SAGE Publications Ltd. The above textbooks are available for short rental from the Department of Medical Psychology library (single copies).

10. ECTS credits calculation

<i>Form of activity</i>	<i>Number of hours</i>	<i>Number of ECTS credits</i>
Direct hours with an academic teacher:		
Lectures	-	-
Seminars	30	1.00
Practical classes	-	-
Student's independent work (examples of the form of work):		
Student's preparation for a seminar	10	0.5
Student's preparation for a class	-	-
Preparation for obtaining credits	15	0.5
Other (please specify)	-	-
Sum	40	2

11. Additional Information

It is an 8 week course beginning in the first week of the second semester. Suggested time: Thursday 5:15-8pm (the timing of the class may change slightly, depending on dr Łazarewicz's exact schedule next semester; the new dates and hours will be confirmed with all students who signed for the course).

Part of the classes are run in half groups (in this time the other half of the group works on home projects).

Contact information:

Magdalena Łazarewicz, MA, PhD
[magdalena.lazarewicz@wum.edu.pl](mailto:magdalenalazarewicz@wum.edu.pl)

The class takes place in the Department of Medical Psychology and Medical Communication
ul. Litewska 14/16, room -102
00-575 Warszawa
Tel. +48 22 116 92 11

Active participation in exercises and discussions is expected.
Class latecoming is generally not tolerated. Being late for over 15 minutes counts as an absence. Recurring shorter latecoming is a basis for additional work: a short presentation or a report (depending on the missed material).

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

Signature of the Head of the Unit

Signature of the person responsible for the syllabus