

**UČNI NAČRT PREDMETA / COURSE SYLLABUS**

<b>Predmet:</b>	Zdravstvena psihologija in komuniciranje
<b>Course title:</b>	Health Psychology and Communication

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Splošna medicina General Medicine - EMPŠ		2	3

**Vrsta predmeta / Course type****Univerzitetna koda predmeta / University course code:**

Predavanja Lectures	Seminar Seminar	Sem. vaje Tutorial	Vaje /work	Teren. vaje Field work	Samost. delo Individ. work	ECTS
50	30		30		10	4

**Nosilec predmeta / Lecturer:**

Doc. dr. Zlatka Rakovec-Felser, spec.klin.psih.

**Jeziki /  
Languages:****Predavanja / Lectures:** slovenščina/slovene**Vaje / Tutorial:** slovenščina/slovene**Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:****Prerequisites:**

<b>Vsebina:</b>	<b>Content (Syllabus outline):</b>
<b>Anksioznost</b> kot stalna spremljevalka in kot situacijsko sprožen pojav. Panična reakcija. Bolnik, anksiozna kriza ob odkritju kronične bolezni in ob stresogenih medicinskih posegih.	<b>Anxiety</b> as a state and trait phenomenon. Panic reaction. Patient's anxiety crisis at the time of chronic disease's confirmation and during the stressful medical procedures.
<b>Stres.</b> Opredelitev: koncept sprožilnih dejavnikov, stresne reakcije in transakcije (posameznikove zaznave). Stresna obdobja. Kronični stres. Veliki življenjski pretresi kot tveganje za pojav raka: rezultati raziskav. Stres in zaščita pred kardiovaskularnimi boleznimi. Stres in endokrini bolezenski pojavi. Stres in izgorevanje pri delu. Zaščitni ukrepi pred izgorevanjem in krepitev zadovoljstva pri delu.	<b>Stress:</b> Definitional issues. Stress as stimulus, response, and transaction. Microlevel Stress Episodes. Chronic conditions. Major Life Events and Risk for Cancer: Evidence from Literature. Stress and Prevention of Cardiovascular Disease. Stress, Endocrine Manifestations, and Diseases. Stress and Burnout at Work. Organizational Interventions to Alleviate Burnout and Build Engagement with Work.
<b>Moderatorji stresa:</b> Strategije spoprijemanja s stresom (Lazarus, Folkman, 1984, 1988), Pomen osebnostne čvrstosti (Kobasa, 1979), Vrsta samonadzora (Rotter, 1966), Tip A in Tip B vedenja (Friedman and Rosenman, 1974), Naučena nemoč (Seligman, 1975);	<b>Stress Moderators:</b> Coping Strategies (Lazarus, Folkman, 1984, 1988), Impact of Hardiness (Kobasa, 1979), Locus of Control (Rotter, 1966), Type A and Type B Behaviors (Friedman and Rosenman, 1974), Learned Helplessness (Seligman, 1975);
<b>Medosebna komunikacija v stresnih situacijah: socialna podpora in pomoč</b> kot zaščitno obvladovanje stresa;	<b>Interpersonal Communication in stressful situations:</b> Social Support for Preventive Stress Management;
<b>Bolečina kot večdimenzionalni in večvrstni pojav:</b> od	<b>Pain as multidimensional and multimodal Phenomenon:</b> from early theoretical Models of Pain (Descartes, 1662)

<p>zgodnjih teoretskih konceptov bolečinskega pojava (Descartes, 1662, von Frey, 1890, Goldscheider, 1894, Sinclair in Weddell, 1955), teorije kontrolnih vrat, Melzack-a in Wall-a, 1965, kasnejših psiholoških, psihofizioloških modelov do bio-psihosocialnega modela Schwartz-a, 1982, Turk-a in Flor-a, 1984.</p> <p><b>Akutna in kronična bolečina.</b> Emocionalno in nevro-vegetativno odzivanje na telesno bolečino. Kognitivno-vedenjski aspekti bolečine. Mentalne strategije za obvladovanje akutne bolečine.</p> <p>Epidemiologija kronične bolečine. Kronična bolečina in kvaliteta življenja. Bolnikovo ne-sodelovanje med biomedicinsko obravnavo. Bolnikovo sodelovanje med multidisciplinarno obravnavo. Kognitivno-behavioristična obravnavna.</p>	<p>von Frey, 1890, Goldscheider, 1894, Sinclair in Weddell, 1955) Gate Control Model, Melzack and Wall, 1965, psychological, psychophysiological models to further bio-psycho-social view of a pain phenomenon, Schwartz, 1982, Turk and Flor, 1984.</p> <p><b>Acute and Chronic Pain.</b> Emotional and neurovegetative responses to painful sensation. Cognitive-behavioural aspects of pain. Mental strategies for acute pain management.</p> <p><i>Epidemiologija kronične bolečine. Chronic pain and quality of life. Patient's adherence in the bio-medical management of chronic pain.</i></p> <p><i>Patient's adherence in the bio-psycho-social approach to chronic pain. Cognitive-behavioural treatment.</i></p>
<p><b>Kronični bolniki v zdravstveni oskrbi: Komplianca/Adherenca.</b></p> <p>Oblike, znaki, obseg in posledice bolnikovega ne-sodelovanja.</p> <p><b>Model k bolniku usmerjene obravnave:</b> Spodbujanje bolnikovega sodelovanja med zdravljenjem. Aktivno poslušanje. Nebesedna komunikacija. Vzpostavljanje zaupanja. Empatično vedenje. Bolnikova vprašanja in zdravnikova pojasnila.</p> <p>Posredovanje informacij in preverjanje razumevanja ter zapomnitve danih navodil.</p> <p>Ojačitev bolnikove motiviranosti za vzpostavljanje zdravih navad in življenjskega sloga (intrinzična in ekstrinzična motivacija).</p> <p><b>Motivacijski razgovor:</b> Model stopenjske razgradnje ambivalence v sprejemanju odločitev in spreminjanju navad in sloga.</p>	<p><b>Chronic Patients in Medical Treatment: Compliance/Adherence:</b></p> <p><i>Types, Signs, Extent and Consequences of Patient's Non-adherence.</i></p> <p><b>Toward a Model of Patient-Centered Treatment: Enhancing Patient Adherence.</b> Active listening. Non-Verbal Communication. Building Trust. Communicating Empathy. Responding to Patient's Verbal Cues. Communicating Information. Helping Patients Remember Instructions. Enhancing Patient Motivation for Development and Management of Habits and Health Life Style. (Intrinsic and Extrinsic Factors in Motivation).</p> <p><b>Motivational interviewing:</b> The Stages of Change Model, helping the patient resolve ambivalence in decision making and choice, and develop realistic strategies to change behaviour.</p>
<p><b>Sporočanje slabih novic.</b> Protokol za sporočanje slabih novic bolniku in njihovim svojcem t.i.m. S-P-I-K-E-S, Buckman, 2005, ima štiri cilje in poteka v šestih stopnjah.</p>	<p><b>Communicating Bad News.</b> The Buckman's S-P-I-K-E-S protocol, 2005, with four goals should be performed in six steps strategies.</p>
<p><b>Izgube in petstopenjska teorija o procesu žalovanja.</b> Vrste izgub. Žalovanje v družini. Odkloni v poteku žalovanja (CGD). Strokovno nudjenje pomoči. Podporne skupine.</p>	<p><b>Loss Events and The Five stages theory of grieving process.</b> Forms of a loss. Parental bereavement. Professional support. Support groups. Complicated grief disorder (CGD). Resolving complicated mourning.</p>
<p><b>Oblike nasilja in zlorab v družinah.</b> Začaran krog nasilja v partnerskih zvezah, Walker, 1979. Psihološka zloraba. Spolna zloraba otrok. Storilci in žrtve nasilnih dejanj. Osnovna načela pomoči žrtvam domačega nasilja.</p>	<p><b>Forms and consequences of violence and abuse in families.</b> Cycle of violence in intimate partner relationships, Walker, 1979. Psychological abuse. Sexual abuse of children. Perpetrators and victims of violence. Basic helping principles for victims of domestic violence.</p>

Temeljni literatura in viri / Readings:

Cooper CL. Stress Medicine and Health, 2nd edit. London: CRC Press, 2005. Block AR, Kremer EF, Fernandez E. (eds) Handbook of Pain Syndromes. Bio-psycho-social Perspectives. Mahwah, New Jersey: LEA Publishers, 1999.

Rakovec-Felser Z. Motivation and Adherence in Management of Chronic Pain. In Lofland P. Adherence to Treatment in Clinic Practice (edit). New York: Nova Science Publishers, 2014.

Falvo DR. Effective Patient Education. A Guide to increased Adherence. 4th edit. London: Jones and Bartlett Publishers, 2011.

Rakovec-Felser Z. Psihologija telesnega bolnika. Razumeti in biti razumljen. Maribor: Založba Pivec, 2009: str: 134-154; 370-380. Str. 268-275.

O'Leary KD, Maiuro RD (eds). Psychological Abuse in Violent Domestic Relations. New York: Springer Publishing Company, 2001.

RAKOVEC-FELSER, Zlatka. Komuniciranje v zdravstveni ustanovi : študijsko gradivo za študente medicine pri predmetu Zdravstvena psihologija. Maribor: [s. n.], 2016.

**Cilji in kompetence:**

Študentje se seznanijo s bio-psihosocialnim modelom zdravja in bolezni. Spoznajo vlogo psiholoških dejavnikov pri ohranjanju in krepitev zdravja ter psihološke in psihosocialne dejavnike, ki vodijo k pojavi bolezni in vplivajo na potek njenega zdravljenja. Razvijajo zmožnost empatije, ustrezne oblike sporazumevanja z bolniki in njihovimi svojci v kriznih okoliščinah ter spoznavajo tudi pomen lastne osebnostne ozaveščenosti kot zaščite pred poklicnim izgorevanjem pri delu.

**Objectives and competences:**

Students become familiar to bio-psycho-social model of health and illness. They learn about a role of psychological factors in the maintaining and promoting health, as also about their meaning in the occurrence and course of the disease.

They could develop capability of empathy, appropriate forms of communication with patients and their relatives in crises, and recognize the importance of psychological support and partner relationship with patient, as also importance of personal awareness and growth in the doctor's role.

**Predvideni študijski rezultati:**

**Znanje in razumevanje:**

Pomen in prednosti bio-psihosocialnega modela zdravja in bolezni za klinično prakso zdravnika in drugih v zdravstvenem teamu.

**Prenesljive/ključne spremnosti in drugi atributi:**

Priprava študentov na ustrezno sporazumevanje in odnos v relaciji zdravnik-bolnik: dvig bolnikovega zaupanja in sodelovanja med zdravljenjem. V pomoč pri ohranjanju lastne, osebnostne in poklicne integritete ter zadovoljstva pri kliničnem delu.

**Intended learning outcomes:**

**Knowledge and understanding:**

*The importance and usefulness of the bio-psycho-social model of health and illness, its implication for doctor's clinical practice and collaboration in a medical team.*

**Transferable/Key Skills and other attributes:**

*It shall prepare students to effective verbal and non-verbal communication in doctor-patient relationship, to obtain patient's trust and his/her adherence. For future doctors it may be helpful to maintain the own personal and professional integrity, and to feel satisfaction at their clinical work.*

**Metode poučevanja in učenja:**

Interaktivna predavanja  
Aktivno skupinsko delo: predstavitev lastnih prispevkov ter spodbujanje kritičnega razmišljanja študentov.

Razlaga. Multimedijijske predstavitev.  
Obravnavanje študijskih primerov. Razprava.

**Learning and teaching methods:**

*Interactive lectures,  
Students' active role in work groups: presentation of own seminar work products, promoting critical way of thinking.*

*Explanation. Audio-visual presentations.  
Case study. Discussion.*

Načini ocenjevanja:	Delež (v %) / Weight (in %)	Assessment:
- seminarско delo - pisni izpit	40 % 60 %	- seminar work - written exam

**Reference nosilca / Lecturer's references:**

RAKOVEC-FELSER, Zlatka. The Bio-psychosocial Model of Treatment the Chronically Ill : an integrated Approach to Chronic ill Persons. Saarbrücken: AV AkademikerVerlag, cop. 2013. 55 str., ilustr. ISBN 978-3-659-43559-1. [COBISS.SI-ID [4758079](#)].

RAKOVEC-FELSER, Zlatka. Motivation and Adherence in Management of Chronic Pain. V: LOFLAND, Pamela (ur.). Adherence to Treatment in Clinical Practice, (Public Health in the 21st Century). New York: Nova Science Publishers, cop. 2014, str. 49-84. [COBISS.SI-ID [512426808](#)].

RAKOVEC-FELSER, Zlatka . Psihologija telesnega bolnika in njegovega okolja : razumeti in biti razumljen. 1. natis. Maribor: Pivec, 2009. 427 str., ilustr. ISBN 978-961-6494-89-2. [COBISS.SI-ID [62777857](#)].

RAKOVEC-FELSER, Zlatka. Professional burnout as the state and process - what to do?. Collegium antropologicum, ISSN 0350-6134, 2011, vol. 35, no. 2, str. 577-585. [http://www.collantropol.hr/\\_doc/Coll.%20Antropol.%2035%20\(2011\)%202:%20577%E2%80%93585.pdf](http://www.collantropol.hr/_doc/Coll.%20Antropol.%2035%20(2011)%202:%20577%E2%80%93585.pdf). [COBISS.SI-ID 4003391], [JCR, SNIP, WoS do 5. 2. 2015: št. citatov (TC): 2, čistih citatov (CI): 2, čistih citatov na avtorja (CIAu): 2.00, normirano št. čistih citatov (NC): 9, Scopus do 5. 6. 2015: št. citatov (TC): 4, čistih citatov (CI): 4, čistih citatov na avtorja (CIAu): 4.00, normirano št. čistih citatov (NC): 17].

RAKOVEC-FELSER, Zlatka. Vidovič Lea. Maternal perceptions of and responses to child sexual abuse. Materin pogled in odziv na spolno zlorabo otroka. Zdravstveno varstvo. Slovenian Journal of Public Health ISSN: 0351 - 0026. - Letn. 55, štev. 2 (2016), str. 114 120 [COBISS.SI-ID 3581925].