



Univerza v Mariboru

Medicinska fakulteta

UČNI NAČRT PREDMETA / COURSE SYLLABUS

Ime predmeta:	Zdravstvena psihologija in komuniciranje
Course title:	Health Psychology and Communication

Študijski program in stopnja Study programme and cycle	Študijska smer Study option	Letnik Year of study	Semester Semester
Splošna medicina, enovit magistrski študijski program		Drugi	3.
General medicine, Uniform master's degree study program		Second	3rd

Vrsta predmeta (obvezni ali izbirni) /
Course type (compulsory or elective)

obvezni

compulsory

Univerzitetna koda predmeta / University course code:

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje Clinical training	Druge oblike študija Other forms of study	Samost. delo Individual work	ECTS
50	30	30			10	4
		AV LV RV				

Nosilec predmeta / Course
coordinator:

prof. dr. Polona Selič-Zupančič

Jeziki /Languages:

Predavanja / Lectures:

slovenski/slovene

Vaje / Tutorial:

slovenski/slovene

Pogoji za vključitev v delo oz. za opravljanje
študijskih obveznosti:

Prerequisites for enrolling in the course or for
performing study obligations:

Vsebina (kratek pregled učnega načrta):

Anksioznost kot stalna spremljevalka in kot situacijsko sprožen pojav. Panična reakcija. Bolnik, anksiozna kriza ob odkritju kronične bolezni in ob stresogenih medicinskih posegih.

Stres. Opredelitev: koncept sprožilnih dejavnikov, stresne reakcije in transakcije (posameznikove zaznave).

Content (syllabus outline):

Anxiety 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.

Stress: Definitional issues. Stress as stimulus, response, and transaction. Microlevel Stress Episodes. Chronic conditions. Major Life Events and Risk for Cancer: Evidence

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.

Spoprijemanje s stresom: Strategije spoprijemanja s stresom, Žilavost, samonadzor, tip A in tip B vedenja, Naučena nemoč);

Medosebna komunikacija v stresnih situacijah: socialna podpora in pomoč kot zaščitno obvladovanje stresa;

Bolečina kot večdimenzionalni in večvrstni pojav: bio-psiho-socialni model.

Akutna in kronična bolečina. Emocionalno in nevro-vegetativno odzivanje na telesno bolečino. Kognitivno-vedenjski aspekti bolečine. Mentalne strategije za obvladovanje akutne bolečine.

Epidemiologija kronične bolečine. Kronična bolečina in kvaliteta življenja. Bolnikovo ne-sodelovanje med biomedicinsko obravnavo. Bolnikovo sodelovanje med multidisciplinarno obravnavo. Kognitivno-behavioristična obravnava.

Kronični bolniki v zdravstveni oskrbi:

Komplianca/Adherenca.

Oblike, znaki, obseg in posledice bolnikovega ne-sodelovanja.

Model k bolniku usmerjene obravnave: Spodbujanje bolnikovega sodelovanja med zdravljenjem. Aktivno poslušanje. Nebesedna komunikacija. Vzpostavljanje zaupanja. Empatično vedenje. Bolnikova vprašanja in zdravnikova pojasnila.

Posredovanje informacij in preverjanje razumevanja ter zapomnitve danih navodil.

Ojačitev bolnikove motiviranosti za vzpostavljanje zdravih navad in življenjskega sloga (intrinzična in ekstrinzična motivacija).

Motivacijski razgovor: Model stopenjske razgradnje ambivalence v sprejemanju odločitev in spreminjanju navad in sloga.

Izgube in petstopenjska teorija o procesu žalovanja. Vrste izgub. Žalovanje v družini.

Odkloni v poteku žalovanja (CGD). Strokovno nudenje pomoči. Podporne skupine.

Oblike nasilja in zlorab v družinah. Začaran krog nasilja v partnerskih zvezah. Psihološka zloraba. Spolna zloraba otrok. Storilci in žrtve nasilnih dejanj. Osnovna načela pomoči žrtvam nasilja v družini.

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.

Coping: Coping Strategies, Resilience, Locus of Control, Type A and Type B Behaviors (, Learned Helplessness;

Interpersonal Communication in stressful situations:

Social Support for Preventive Stress Management;

Pain as multidimensional and multimodal Phenomenon: bio-psycho-social concept of a pain phenomenon.

Acute and Chronic Pain. Emotional and neurovegetative responses to painful sensation. Cognitive-behavioural aspects of pain. Mental strategies for acute pain management.

Epidemiologija kronične bolečine. Chronic pain and quality of life. Patient's adherence in the bio-medical management of chronic pain.

Patient's adherence in the bio-psycho-social approach to chronic pain. Cognitive-behavioural treatment.

Chronic Patients in Medical Treatment:

Compliance/Adherence:

Types, Signs, Extent and Consequences of Patient's Non-adherence.

Model of Patient-Centered Treatment: Enhancing Patient

Adherence. 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).

Motivational interviewing: *The Stages of Change Model, helping the patient resolve ambivalence in decision making and choice, and develop realistic strategies to change behaviour.*

Loss Events and The Five stages theory of grieving

process. Forms of a loss. Parental bereavement.

Professional support. Support groups. Complicated grief disorder (CGD). Resolving complicated mourning.

Forms and consequences of violence and abuse in

families. Cycle of violence in intimate partner relationships. Psychological abuse. Sexual abuse of children. Perpetrators and victims of violence. Basic helping principles for victims of domestic violence.

Temeljni literatura in viri / Reading materials:

1. SELIČ-ZUPANČIČ, Polona, BLAŽEKOVIC MILAKOVIĆ, Sanja. Principles of communication in family medicine. V: ŠVAB, Igor (ur.), KATIĆ, Milica. *Family medicine*. Zagreb: Medicinska naklada. 2017, str. 225-239. [COBISS.SI-ID [33106393](#)]
2. SELIČ-ZUPANČIČ, Polona, KAŠUBA LAZIĆ, Đurđica. Domestic violence. V: ŠVAB, Igor (ur.), KATIĆ, Milica. *Family medicine*. Zagreb: Medicinska naklada. 2017, str. 446-461. [COBISS.SI-ID [33110489](#)]
3. SELIČ, Polona. *Psihologija bolezni našega časa*, (Zbirka Sophia, 1999, 1). Ljubljana: Znanstveno in publicistično središče, 1999. 335 str., sheme. ISBN 961-6294-06-7. [COBISS.SI-ID [80347392](#)]
4. SELIČ-ZUPANČIČ, Polona. Sistematičen pregled literature. V: KLEMENC-KETIŠ, Zalika, ŠVAB, Igor. Raziskovanje v družinski medicini : priročnik. Ljubljana: Katedra za družinsko medicino Medicinske fakultete. 2014, str. 23-28. [COBISS.SI-ID [31832025](#)]

Dodatna literatura / Additional reading material

1. SELIČ, Polona. *Novi odročnik : nebesedno sporazumevanje za vsakdanjo rabo*. Ljubljana: Inštitut za psihofiziološke študije Pares, 2007. 235 str., ilustr. ISBN 978-961-92179-0-0. [COBISS.SI-ID [234629120](#)]
2. [Martino S, Arnaout B. Fundamentals of motivation and change](#). In: [Levounis P, Arnaout B](#) Handbook of motivation and change: A practical guide for clinicians. Handbook of motivation and change: A practical guide for clinicians. Arlington, VA; 2010. p. 11-23. Available from: <http://libproxy.unm.edu/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=psyh&AN=2010-10445-002&login.asp&site=ehost-live&scope=site>
3. Meh D, Georgiev D. Osnove zaznavanja, dojemanja (spoznavanja) in prepoznavanja bolečine. *Med Razgl*. 2013; 52: 105–18
4. FRIGANOVIĆ, Adriano and SELIČ-ZUPANČIČ, Polona. Where to look for a remedy? Burnout syndrome and its associations with coping and job satisfaction in critical care nurses : a cross-sectional study. *International journal of environmental research and public health*, ISSN 1660-4601. [Online ed.], 2021, vol. 18, iss. 8, str. 1-12, ilustr. <https://www.mdpi.com/1660-4601/18/8/4390>, doi: [10.3390/ijerph18084390](https://doi.org/10.3390/ijerph18084390). [COBISS.SI-ID [60533251](#)]
5. KOPČAVAR GUČEK, Nena and SELIČ-ZUPANČIČ, Polona. Depression in intimate partner violence victims in Slovenia : a crippling pattern of factors identified in family practice attendees. *International journal of environmental research and public health*, ISSN 1660-4601. [Online ed.], Jan. 2018, vol. 15, iss. 2, str. 1-16. <http://www.mdpi.com/1660-4601/15/2/210>, doi: [10.3390/ijerph15020210](https://doi.org/10.3390/ijerph15020210). [COBISS.SI-ID [33611993](#)]
6. PENŠEK, Lea and SELIČ-ZUPANČIČ, Polona. Empathy and burnout in Slovenian family medicine doctors : the first presentation of Jefferson Scale of Empathy results = Empatija in izgorelost pri slovenskih zdravnikih družinske medicine : predstavitev prve uporabe lestvice za samooceno empatije pri zdravnikih. *Zdravstveno varstvo : Slovenian journal of public health*, ISSN 0351-0026. [Tiskana izd.], 2018, letn. 57, št. 3, str. 155-165, tabele. <https://content.sciendo.com/view/journals/sjph/57/3/article-p155.xml>, doi: [10.2478/sjph-2018-0020](https://doi.org/10.2478/sjph-2018-0020). [COBISS.SI-ID [33906905](#)]
7. ČERNE, Anja, ŠVAB, Igor, KERSNIK, Janko and SELIČ-ZUPANČIČ, Polona. Did past economic prosperity affect the health related quality of life predictors? A longitudinal study on a representative sample of Slovenian family medicine patients. *BMC public health*, ISSN 1471-2458, 2013, vol. 13. <http://www.biomedcentral.com/1471-2458/13/1160>, doi: [10.1186/1471-2458-13-1160](https://doi.org/10.1186/1471-2458-13-1160). [COBISS.SI-ID [31030745](#)]

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Cilji in kompetence:

Študentje se seznajajo s bio-psiho-socialnim modelom zdravja in bolezni. Spoznajo vlogo psiholoških dejavnikov pri ohranjanju in krepitvi zdravja ter psihološke in psihosocialne dejavnike, ki vodijo k pojavu bolezni in vplivajo na potek njenega zdravljenja. Razvijajo zmožnost empatije, ustrezne oblike sporazumevanja z bolniki in njihovimi svojci v kriznih

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 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

okolščinah ter spoznavajo tudi pomen lastne osebnostne ozaveščenosti kot zaščite pred poklicnim izgorevanjem pri delu.

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-psiho-socialnega modela zdravja in bolezni za klinično prakso zdravnika in drugih v zdravstvenem teamu.

Prenesljive/ključne spretnosti 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:

Predavanja, seminarji, vaje, študije primerov, diskusije, individualni in skupinski projekti; individualne konzultacije s predavateljico - poleg predavanj in interaktivnih oblik (diskusije, paneli ipd.) bodo študentje prostovoljno pripravili seminar (projektno nalogo), se posvetovali ob pripravi samostojnih del in v interaktivnem učenju utrjevali veščine komuniciranja in druge veščine v medosebnih odnosih. Del obvezne literature bo predmet panel diskusij.

Learning and teaching methods:

Lectures, seminars, tutorials, case studies, discussions, individual and group projects, individual consultations with the lecturer; apart from lectures and interactive work (discussions, panels, etc.), students will voluntarily prepare a seminar (project work) and will be given the opportunity for consultations during its preparation; during the process, interactive learning ability and communication skills will be strengthened. Part of the mandatory literature will be the subject of panel discussions.

Delež (v %) /

Share (in %)

Načini ocenjevanja:

Assessment methods:

Ustni izpit V primeru, da študent pripravi neobvezno seminarsko nalogo, mu ta lahko prinese do 30 % ocene na ustnem izpitu. Prisotnost na vajah in seminarju je obvezna in predstavlja pogoj za pristop na izpit. Študenti se morajo udeležiti najmanj 80 % vaj in seminarjev, za izostanke pa predložiti (zdravniško) opravičilo. Ocenjevalna lestvica: 91 – 100 % = odlično (10); 81 – 90 % = prav dobro (9);	100	Oral exam In case the student prepares an optional seminar paper, it can bring him / her up to 30% of the grade in the oral exam. Attendance at tutorials and seminars is mandatory and is a condition for taking the exam. Students must attend at least 80% tutorials and seminars, respectively; in case of absence, a (medical) certificate must be submitted. Grading scale:
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71 – 80 % = prav dobro (8); 61 – 70 % = dobro (7); 51 – 60 % = zadostno (6); 41 – 50 % = nezadostno (5); 31 – 40 % = nezadostno (4); 21 – 30 % = nezadostno (3); 11 – 20 % = nezadostno (2); 0 – 10 % = nezadostno (1).		91 – 100 % = excellent (10); 81 – 90 % = very good (9); 71 – 80 % = good (8); 61 – 70 % = acceptable (7); 51 – 60 % = sufficient (6); 41 – 50 % = insufficient (5); 31 – 40 % = insufficient (4); 21 – 30 % = insufficient (3); 11 – 20 % = insufficient (2); 0 – 10 % = insufficient (1).
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Reference nosilca / Course coordinator's references:

- FRIGANOVIĆ, Adriano and SELIČ-ZUPANČIČ, Polona. Where to look for a remedy? Burnout syndrome and its associations with coping and job satisfaction in critical care nurses : a cross-sectional study. *International journal of environmental research and public health*, ISSN 1660-4601, 2021, vol. 18, iss. 8, str. 1-12, ilustr. <https://www.mdpi.com/1660-4601/18/8/4390>, doi: [10.3390/ijerph18084390](https://doi.org/10.3390/ijerph18084390). [COBISS.SI-ID [60533251](https://cobiss.si/60533251)]
- FRIGANOVIĆ, Adriano, KURTOVIĆ, Biljana and SELIČ-ZUPANČIČ, Polona. A cross-sectional multicentre qualitative study exploring attitudes and burnout knowledge in intensive care nurses with burnout = Presečna multicentrična kvalitativna raziskava o znanju in stališčih, ki jih imajo medicinske sestre na intenzivni negi o izgorelosti. *Zdravstveno varstvo : Slovenian journal of public health*, ISSN 0351-0026. [Tiskana izd.], 2021, letn. 60, št. 1, str. 46-54. <https://content.sciendo.com/view/journals/sjph/60/1/article-p46.xml>, doi: [10.2478/sjph-2021-0008](https://doi.org/10.2478/sjph-2021-0008). [COBISS.SI-ID [47882755](https://cobiss.si/47882755)]
- SELIČ-ZUPANČIČ, Polona, ČERNE, Anja, KLEMENC-KETIŠ, Zalika, PETEK, Davorina, ŠVAB, Igor. Attitudes toward professionalism in medical students and its associations with personal characteristics and values : a national multicentre study from Slovenia raising the question of the need to rethink professionalism. *Advances in medical education and practice*, ISSN 1179-7258, Jun. 2019, vol. 10, str. 437-445. <https://www.dovepress.com/attitudes-toward-professionalism-in-medical-students-and-its-associati-peer-reviewed-fulltext-article-AMEP#>, doi: [10.2147/AMEP.S197185](https://doi.org/10.2147/AMEP.S197185). [COBISS.SI-ID [34380505](https://cobiss.si/34380505)]
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- IVETIČ, Vojislav, PAŠIČ, Klemen and SELIČ-ZUPANČIČ, Polona. The effect of an educational intervention in family physicians on self-rated quality of life in patients with medically unexplained symptoms = Vpliv edukativne intervencije zdravnikov na samooceno kakovosti življenja, zadovoljstva z obravnavo in partnerskega odnosa z zdravnikom družinske medicine pri bolnikih z medicinsko nepojasnjenimi stanji. *Zdravstveno varstvo : Slovenian journal of public health*, ISSN 0351-0026. [Tiskana izd.], 2017, letn. 56, št. 2, str. 91-98. <https://www.degruyter.com/downloadpdf/j/sjph.2017.56.issue-2/sjph-2017-0012/sjph-2017-0012.pdf>, doi: [10.1515/sjph-2017-0012](https://doi.org/10.1515/sjph-2017-0012). [COBISS.SI-ID [3764709](https://cobiss.si/3764709)]
- MIROŠEVIČ, Špela, KLEMENC-KETIŠ, Zalika and SELIČ-ZUPANČIČ, Polona. The 14-item Resilience scale as a potential screening tool for depression/anxiety and quality of life assessment : a systematic review of current research. *Family practice : an international journal*, ISSN 0263-2136, May 2019, vol. 36, no. 3, str. 262-268. <https://academic.oup.com/fampra/advance-article/doi/10.1093/fampra/cmy081/5085251>, doi: [10.1093/fampra/cmy081](https://doi.org/10.1093/fampra/cmy081). [COBISS.SI-ID [33917145](https://cobiss.si/33917145)]
- SELIČ-ZUPANČIČ, Polona. Pomen čuječnosti za blagostanje vsakega profesionalca : kako je mogoče z vadbo čuječnosti spremeniti spoprijemanje s stresom in se bolje počutiti v svoji koži. V: CEDILNIK-GORUP, Eva (ur.), ROTAR-PAVLIČ,

- Danica (ur.). *Uspevati v družinski medicini*. Ljubljana: Zavod za razvoj družinske medicine. 2020, str. 73-87. [COBISS.SI-ID [51352579](#)]
- SELIČ, Polona. *Načela sporazumevanja v družinski medicini*. V: ŠVAB, Igor (ur.), ROTAR-PAVLIČ, Danica (ur.). *Družinska medicina : učbenik*. Ljubljana: Združenje zdravnikov družinske medicine, 2012, str. 157-174. [COBISS.SI-ID [30162137](#)]
- SELIČ-ZUPANČIČ, Polona. Nasilje v družini. V: ŠVAB, Igor (ur.), ROTAR-PAVLIČ, Danica (ur.). *Družinska medicina : učbenik*. Ljubljana: Združenje zdravnikov družinske medicine. 2012, str. 311-326. [COBISS.SI-ID [30166745](#)]
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- SELIČ-ZUPANČIČ, Polona. Interakcijski model stresa. V: POLJANEC BOHNEC, Milenka (ur.), TOMAŽIN-ŠPORAR, Mateja (ur.). *Sladkorna bolezen : povezovanje medicine in humanističnih ved : za zdravstvene delavce*. Ljubljana: Slovensko osteološko društvo. 2019, zv. 3, str. 306-315. [COBISS.SI-ID [34681561](#)]
- SELIČ-ZUPANČIČ, Polona. Vedenjski vzorci in spoprijemanje s stresom. V: POLJANEC BOHNEC, Milenka (ur.), TOMAŽIN-ŠPORAR, Mateja (ur.). *Sladkorna bolezen : povezovanje medicine in humanističnih ved : za zdravstvene delavce*. Ljubljana: Slovensko osteološko društvo. 2019, zv. 3, str. 316-324. [COBISS.SI-ID [34681817](#)]
- SELIČ-ZUPANČIČ, Polona. Delo in stres. V: POLJANEC BOHNEC, Milenka (ur.), TOMAŽIN-ŠPORAR, Mateja (ur.). *Sladkorna bolezen : povezovanje medicine in humanističnih ved : za zdravstvene delavce*. Ljubljana: Slovensko osteološko društvo. 2019, zv. 3, str. 340-348. [COBISS.SI-ID [34682073](#)]
- SELIČ-ZUPANČIČ, Polona. Povezava med socialno podporo in zdravjem. V: POLJANEC BOHNEC, Milenka (ur.), TOMAŽIN-ŠPORAR, Mateja (ur.). *Sladkorna bolezen : povezovanje medicine in humanističnih ved : za zdravstvene delavce*. Ljubljana: Slovensko osteološko društvo. 2019, zv. 3, str. 350-359. [COBISS.SI-ID [34682329](#)]
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