



| UČNI NAČRT PREDMETA / SUBJECT SPECIFICATION            |                    |                              |                          |                           |                               |                        |
|--------------------------------------------------------|--------------------|------------------------------|--------------------------|---------------------------|-------------------------------|------------------------|
| Predmet:                                               |                    | Komuniciranje v medicini     |                          |                           |                               |                        |
| Subject Title:                                         |                    | Communication in Medicine    |                          |                           |                               |                        |
| Študijski program / Study programme                    |                    | Študijska smer / Study field |                          |                           | Letnik /Year                  | Semester / Semester    |
| EMŠP Splošna medicina                                  |                    |                              |                          |                           | 2., 3.,<br>4., 5., 6.         | 4., 6.,<br>8., 10., 11 |
|                                                        |                    |                              |                          |                           |                               |                        |
| Univerzitetna koda predmeta / University subject code: |                    |                              |                          |                           |                               |                        |
| Predavanja<br>Lectures                                 | Seminar<br>Seminar | Sem. vaje<br>Tutorial        | Lab. vaje<br>Labor. Work | Teren. Vaje<br>Field work | Samost. Delo<br>Individ. Work | ECTS                   |
| 5                                                      | 40                 |                              |                          |                           | 45                            | 3                      |

Nosilec predmeta / Lecturer:

Doc. dr. Andrej Naterer

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| <b>Jeziki /<br/>Languages:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Predavanja / Lecture:</b> | Slovene                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <b>Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                              | <b>Prerequisites:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Vsebina:</b> <ul style="list-style-type: none"> <li>- Predmet, mesto in različni teoretično-metodološki pristopi v obravnavanju komunikacije zdravnika s ciljem prepoznavanja koristi komunikacijskih znanj in spretnosti zdravnika v razmerah post-moderne družbe.</li> <li>- Medicinski diskurz o zdravju, bolezni in telesu v javnem in zasebnem govoru.</li> <li>- Vloga komuniciranja zdravnika; namen, cilji in strategija komuniciranja, dejavniki učinkovitega in uspešnega komuniciranja zdravnika.</li> <li>- Vrste komuniciranja zdravnika (interno, eksterno, konfliktno, medijsko, verbalno – neverbalno, paraverbalno, osebno, dirigirano (vodeno, nevodeno) idr.</li> <li>- Struktura zdravnikove komunikacije (simetrična, asimetrična, ignoranca, spreminjanje teme pogovora, metakomunikacija, izogibanje podajanju želenih informacij, negotovost).</li> <li>- Potek (ne)uspešnega komuniciranja zdravnika (razsežnosti, smeri, kakovost, vplivi in posledice); komunikacija in interakcija.</li> <li>- Pomen komunikacije v procesu soodločanja zdravnika in bolnika; vloga zdravnika v bolnikovem zavračanju sodelovanja v procesu zdravljenja.</li> <li>- Modeli komuniciranja zdravnika z bolnikom (paternalistični, potrošniški, managerski, kot interaktivni proces, empatija, ocenjevanje, sprejemanje, kongruenca, transparentnost, pogodbenost).</li> <li>- Nevarnosti compliance (vrste, vpliv bolezni na</li> </ul> |                              | <b>Content (Syllabus outline):</b> <p>Subject, place and various theoretical and methodological approaches in dealing with doctor communication with the objective of recognizing the benefits of communication knowledge and skills in the circumstances of post-modern society.</p> <ul style="list-style-type: none"> <li>- Medical discourse about health, illness and body in public and private address.</li> <li>- The role of doctor communication; aim, objective and strategy of communication, factors of efficient and successful doctor communication.</li> <li>- The variety of doctor communication (internal, external, conflict, media, verbal – non-verbal, paraverbal, personal, conducted (guided – non-guided) etc.</li> <li>- The structure of doctor communication (symmetrical, asymmetrical, ignorance, changing the conversation topic, metacommunication, avoiding giving wanted information, uncertainty).</li> <li>- The course of (un)successful doctor communication (range, direction, quality, influence and consequence); communication and interaction.</li> <li>- The meaning of communication in the process of doctor and patient decision-making; doctor's role in patient's refusal in cooperation in the healing process.</li> <li>- The models of doctor communication with patients (paternalistic, consumer, manager, as an interactive process, empathy, assessment, acceptance, congruency, transparency, contracting).</li> <li>- The dangers of compliance (types, influence of</li> </ul> |

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| <p>obnašanje) in nekompliance (samovoljno obnašanje bolnika) v komunikaciji za zdravnika.</p> <ul style="list-style-type: none"> <li>- Pomen prepričljivosti zdravnika v komuniciranju (prepričevalna sredstva, oblike ravnanja, profesionalne pravice in dolžnosti zdravnika, pravice bolnika).</li> <li>- Asertivnost zdravnika v komuniciranju kot dejavnik osebne odgovornosti (koristi, tehnike, jezik asertivnosti).</li> <li>- Zdravnik in sporočanje pozitivnih, nevtralnih in negativnih novic.</li> <li>- Priprave zdravnika na razgovor(intervju/jemanje anamneze, sistematični intervju, individualno vodeni intervju, potreba po empatiji): pričetek, aktivno poslušanje, strukturirane faze pogovora,postavljanje vprašanj (odprto, zaprto, alternativno, kataloško in sugestivno vprašanje); problem zdravnikovega osredotočenja na patofiziološka vprašanja o bolniku.</li> <li>- Zdravnikova komunikacija pri telesnem pregledu (problem polja intimnosti, sramu, tabujev, socio-kulturnih ovir) in afektivna nevtralnost.</li> <li>- Zdravnikova komunikacija v procesu odločanja (status zdravnika pogojuje odločanje;stili vodenja, konflikt odločitve; napaka v odločitvi, sindrom heurističnega prilagajanja, slepo prilagajanje).</li> <li>- Komunikacija zdravnika v posebej zahtevnih medicinskih situacijah.</li> <li>- Motnje in nesporazumi v komunikaciji</li> <li>- Koncept »govoreče« medicine.</li> <li>- Zdravnik, posredovanje resnice; laž.</li> <li>- Deontološki razlogi (moralno načelo poštenosti, profesionalna dolžnost resnicoljubnosti, spoštovanje bolnikove neodvisnosti, ohranjanje bolnikovega in zdravnikovega dostojanstva, pomen socialne enakosti).</li> </ul> | <p>illness on behaviour) and non-compliance (self-willed patient behaviour) in communication for doctors.</p> <ul style="list-style-type: none"> <li>- The meaning of persuasion in doctor communication (persuasion means, forms of conduct, professional rights and duties of doctors, patient rights).</li> <li>- The assertiveness of doctor communication as a factor of personal responsibility (benefits, techniques, assertive language).</li> <li>- Doctors and giving positive, neutral and negative news.</li> <li>- The doctor's preparation for conversation (interview/taking anamnesis, systematic interview, individually guided interview, need for empathy): starting a conversation, active listening, structured conversation phases, asking questions (open, closed, alternative, catalogue and suggestive questions); the problem of doctor's focus on pathophysiologic questions about a patient.</li> <li>- Doctor communication at a physical exam (the problem intimate space, shame, taboos, socio-cultural obstacles) and affective neutrality.</li> <li>- Doctor communication in the process of decision-making (doctor's status conditions decision-making; leadership styles, decision conflict; error in deciding, syndrome of heuristic adjustment, blind conformation).</li> <li>- Doctor communication in especially difficult medical situations.</li> <li>- The disorders and misunderstandings in communication.</li> <li>- The concept of 'talking' medicine.</li> <li>- The convention of Council of Europe about guarding human rights in biomedicine in the light of successful communication.</li> <li>- Doctor and telling the truth; or lies.</li> <li>- Deontological reasons (moral principle of integrity, professional duty of truthfulness, respecting patient independence, keeping patient and doctor dignity, the meaning of social equality).</li> </ul> |
| <ul style="list-style-type: none"> <li>- Zdravnik in komuniciranje v skladu z Zakonom o zdravstveni dejavnosti v R Sloveniji</li> <li>- Komuniciranje zdravnika z ZZRS; zavarovalnico in v interesnih združenjih.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>- Doctor and communication in considering the Health Services Act of Republic of Slovenia (Uradni list RS 9/92), same conditions and in accordance with the act the right to:</li> <li>- Doctor communicating with Health Insurance Institute of Slovenia, the insurance company and in interest groups.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

#### Temeljna literatura in viri / Textbooks:

- Adler, RH, Herrmann, JM, Koehle, K., Langewitz, W., Schonecke, OW., Uexkuell, Tv, Wesiack, W. (2003). Psychosomatische Medizin, 6. Auflage, Urban & Fischer, Muenchen.
- Barnett, V. (2003): Assertive Communication. <http://www.uiowa.edu/usc/assertcom/html>.
- Bezenšek, J.; Barle, A. (2007): Poglavja iz sociologije medicine; Medicinska fakulteta Maribor.
- Faller, H. (2003): Shared Decision Making. Rehabilitation 42: 129-135.
- Faller, H., Lang, H. (2006): Medizinische Psychologie und Soziologie, Springer Medizin Verlag, Heidelberg.
- Fritzsche, K.; Wirsching, M. (Hrsg.) (2005): Psychosomatische Medizin und Psychotherapie. Springer, Berlin.

- Koch,U.,Lang,K.,Mehnert,A.,Schmeling-Kludas,C.(2006): Die Begleitung schwer kranker ind sterbender Menschen. Schattauer, Stuttgart.
- Koehle,K.-H.,Raspe,H.-H.(Hg.)(1982): das Gespraech waehrend der aertzluichen Visite.
- Urban&Swarzenberg,Muenchen.
- Možina,S.(et al.)(2004): Poslovno komuniciranje: evropske razsežnosti, Obzorja, Maribor.
- Petermann,F.(2003): Compliance.V Jerusalem,M.,Weber,H.(Hrsg): Psychologische Gesundheitsfoerderung, Hogrefe, Goettingen.
- Schulz von Thun,F.(1989): Miteinander reden. Stoerungen ind Klaerungen. Rowohlt, Hamburg.
- Taylor,J.(2001). Communication at Work. Kogan Page, London.
- Ule,M.: Spre gledana razmerja.O družbenih vidikih sodobne medicine, Aristej, Maribor, 2003.

**Cilji:**

Cilj predmeta je študente seznaniti z različnimi taksonomijami tvorbe vprašanj, nalog in dejavnosti poučevanja naravoslovja in tehnike ter jih naučiti ob upoštevanju zakonodaje pravilno spremljati in vrednotiti delo učencev pri naravoslovnih in tehničnih vsebinah razredne stopnje.

**Objectives:**

The objective of the subject is to introduce students to various taxonomies of question forming, task forming and activity forming in teaching natural science and technics and to teach considering the legislation to correctly follow and assess work of pupils at natural science and technical contents of class level.

**Predvideni študijski rezultati:**Znanje in razumevanje:

Po zaključku predmeta bo študent sposoben :

- izkazati znanje in razumevanje pomena komunikacije zdravnika z različnimi subjekti za njegovo uspešno delo;
- izkazati znanje in razumevanje dejavnikov procesnega in učno ciljnega pristopa poučevanja relacije: »Učenje – znanje – komuniciranje – razumevanje« znotraj odnosa zdravnik, pacient, zdravnik – zdravnik, zdravnik – medicinska sestra, zdravnik – svojci, zdravnik – množični mediji;
- identificirati in rešiti probleme povezane z uporabo različnih taksonomij za tvorbo vprašanj, nalog in dejavnosti v procesih komuniciranja zdravnika na primarni, sekundarni in terciarni ravni;
- pokazati sposobnost načrtovanja procesov komunikacije, opisnih kriterijev in opisnikov v našem zdravstvenem sistemu.

Prenosljive/ključne spretnosti in drugi atributi:

- Spretnosti komuniciranja: ustni in pisno izražanje, vodenje razgovora, sposobnost poslušanja in razumevanja posredovane informacije;
- uporaba informacijske tehnologije: uporaba programskih orodij za ustrezno komuniciranje;
- reševanje problemov: sposobnost reševanja problemov, ki nastanejo v procesu komuniciranja: pri oblikovanju vprašanj, sprejemanju odgovorov, pojasnil in drugih informacij; v sporazumevanju, opravičevanju, napakah in zmotah, v sporočanju pozitivnih, negativnih in nevtralnih s poudarkom na njihovi pripravi, izvedbi in analizi.

**Metode poučevanja in učenja:****Intended learning outcomes:**Knowledge and Understanding:

After completing the subject students will have skills to:

- demonstrate doctors' knowledge and understanding of the meaning of communication with different subjects for their successful work;
- demonstrate knowledge and understanding of the factors of the process and target learning approach of teaching in the relation 'learning – knowledge – communication – understanding' inside the relationships doctor – patient, doctor – doctor, doctor – nurse, doctor – kin, doctor – mass media;
- identify and solve problems connected with the use of different taxonomies for question forming, task forming and activity forming in processes of doctor communication on primary, secondary and tertiary level;
- show skills in planning communication processes, descriptive criteria and descriptives in our health system.

Transferable/Key Skills and other attributes:

- Communication skills: oral and writing expression, discussion leading, listening skills and comprehension of received information;
- Using information technology: use of software tools for adequate communication;
- Problem solving: being able to solve problems which occur in the process of communication: in forming questions, receiving answers, explanations and other information; in communication, apologizing, mistakes and errors, in informing of positive, negative and neutral with accent on their preparation, execution and analysis.

**Learning and teaching methods:**

- opravljen seminar s portfoliom,
- ustni izpit.

- Completed coursework with a portfolio
- Oral exam

**Načini ocenjevanja:**Delež (v %) /  
Weight (in %)**Assessment:**

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| <p>Način:<br/>ustni izpit,<br/>seminarska naloga</p> <p>ŠTUDIJSKE OBVEZNOSTI ŠTUDENTOV: uspešna predstavitev seminarske naloge</p> <p>POGOJI ZA PRISTOP K POSAMEZNEMU PREVERJANJU ZNANJA: -</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p><b>70 %</b><br/><b>30 %</b></p> | <p>Type:<br/>oral examination,<br/>coursework assignment</p> <p>ACADEMIC OBLIGATIONS OF STUDENTS:<br/>successful presentation of coursework assignment</p> <p>REQUIREMENTS FOR ACCESS TO INDIVIDUAL KNOWLEDGE CHECKING: -</p> |
| <p><b>Reference nosilca / Lecturer's references:</b></p> <p>NATERER, Andrej. Violence and the code of the street : a study of social dynamics among street children in Makeevka, East Ukraine. Journal of interpersonal violence, ISSN 0886-2605, 2015, vol. 30, 8, str. 1387-1402, doi: 10.1177/0886260514540323. [COBISS.SI-ID 20698632],</p> <p>NATERER, Andrej. Zeitgeist of young people. V: LAVRIČ, Miran (ur.), et al. Youth 2010 : the social profile of young people in Slovenia. 1st ed. Ljubljana: Ministry of Education and Sports, Office for Youth; Maribor: Aristej, 2011, str. 615-623. [COBISS.SI-ID 18697992]</p> <p>NATERER, Andrej (urednik). Socializacija in socialne formacije, (Frontier, 073), (Subkulture, Tematska izdaja, št. 12-13). Maribor: Subkulturni azil, zavod za umetniško produkcijo in založništvo, 2013. 145 str., graf. prikazi, tabele. ISBN 978-961-6620-40-6. [COBISS.SI-ID 76356097]</p> <p>NATERER, Andrej. Cestni otroci in življenje zunaj tradicionalnih okvirov socializacije. Časopis za kritiko znanosti, domišljijo in novo antropologijo, ISSN 0351-4285, 2012, letn. 39 [i. e. 40], št. 249, str. 116-127, 183, 187. [COBISS.SI-ID 19553288]</p> <p>NATERER, Andrej, GODINA, Vesna V. Bomzhi and their subculture : an anthropological study of the street children subculture in Makeevka, eastern Ukraine. Childhood, ISSN 0907-5682, 2011, 18, [no.] 1, str. 20-38. [COBISS.SI-ID 18145800]</p> |                                    |                                                                                                                                                                                                                               |