2024/2025

Univerza v Mariboru
Medicinska fakulteta

UČNI NAČRT PREDMETA / COURSE SYLLABUS	
Ime predmeta:	Komuniciranje v medicini
Course title:	Communication in Medicine

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, tretji, četrti, peti, šesti	4., 5., 7., 9., 11.
General medicine, Uniform master's degree study program		Second, third, fourth, fifth, sixth	4th, 5th, 7th, 9th, 11th

Vrsta predmeta (obvezni ali izbirni) / **Course type (compulsory or elective)**	izbirni elective
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**
		AV	**LV**	**RV**				
20	25						45	3

Nosilec predmeta / Course coordinator:	**Izr. prof. dr. Andrej Naterer**

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):	**Content (syllabus outline):**
- 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. - Medicinski diskurz o zdravju, bolezni in telesu v javnem in zasebnem govoru. - Vloga komuniciranja zdravnika; namen, cilji in strategija komuniciranja, dejavniki učinkovitega in uspešnega komuniciranja zdravnika.	**Content (Syllabus outline):** 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. - Medical discourse about health, illness and body in public and private address.

- Vrste komuniciranja zdravnika (interno, eksterno, konfliktno, medijsko, verbalno – neverbalno, paraverbalno, osebno, dirigirano (vodeno, nevodeno) idr.
- Struktura zdravnikove komunikacije (simetrična, asimetrična, ignoranca, spreminjanje teme pogovora, metakomunikacija, izogibanje podajanju želenih informacij, negotovost).
- Potek (ne)uspešnega komuniciranja zdravnika (razsežnosti, smeri, kakovost, vplivi in posledice); komunikacija in interakcija.
- Pomen komunikacije v procesu soodločanja zdravnika in bolnika; vloga zdravnika v bolnikovem zavračanju sodelovanja v procesu zdravljenja.
- Modeli komuniciranja zdravnika z bolnikom (paternalistični, potrošniški, managerski, kot interaktivni proces, empatija, ocenjevanje, sprejemanje, kongruenca, transparentnost, pogodbenost).
- Nevarnosti kompliance (vrste, vpliv bolezni na obnašanje) in nekompliance (samovoljno obnašanje bolnika) v komunikaciji za zdravnika.
- Pomen prepričljivosti zdravnika v komuniciranju (prepričevalna sredstva, oblike ravnanja, profesionalne pravice in dolžnosti zdravnika, pravice bolnika).
- Asertivnost zdravnika v komuniciranju kot dejavnik osebne odgovornosti (koristi, tehnike, jezik asertivnosti).
- Zdravnik in sporočanje pozitivnih, nevtralnih in negativnih novic.
- 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.
- Zdravnikova komunikacija pri telesnem pregledu (problem polja intimnosti, sramu, tabujev, socio-kulturnih ovir) in afektivna nevtralnost.
- Zdravnikova komunikacija v procesu odločanja (status zdravnika pogojuje odločanje;stili vodenja, konflikt odločitve; napaka v odločitvi, sindrom heurističnega prilagajanja, slepo prilagajanje).
- Komunikacija zdravnika v posebej zahtevnih medicinskih situacijah.
- Motnje in nesporazumi v komunikaciji
- Koncept »govoreče« medicine.
- Zdravnik, posredovanje resnice; laž.
- Deontološki razlogi (moralno načelo poštenosti, profesionalna dolžnost resnicoljubnosti, spoštovanje bolnikove neodvisnosti, ohranjanje bolnikovega in zdravnikovega dostojanstva, pomen socialne enakosti.

- The role of doctor communication; aim, objective and strategy of communication, factors of efficient and successful doctor communication.
- The variety of doctor communication (internal, external, conflict, media, verbal – non-verbal, paraverbal, personal, conducted (guided – non-guided) etc.
- The structure of doctor communication (symmetrical, asymmetrical, ignorance, changing the conversation topic, metacommunication, avoiding giving wanted information, uncertainty).
- The course of (un)successful doctor communication (range, direction, quality, influence and consequence); communication and interaction.
- 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.
- The models of doctor communication with patients (paternalistic, consumer, manager, as an interactive process, empathy, assessment, acceptance, congruency, transparency, contracting).
- The dangers of compliance (types, influence of illness on behaviour) and non-compliance (self-willed patient behaviour) in communication for doctors.
- The meaning of persuasion in doctor communication (persuasion means, forms of conduct, professional rights and duties of doctors, patient rights).
- The assertiveness of doctor communication as a factor of personal responsibility (benefits, techniques, assertive language).
- Doctors and giving positive, neutral and negative news.
- 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.
- Doctor communication at a physical exam (the problem intimate space, shame, taboos, socio-cultural obstacles) and affective neutrality.
- 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).
- Doctor communication in especially difficult medical situations.
- The disorders and misunderstandings in communication.
- The concept of 'talking' medicine.

- Zdravnik in komuniciranje v skladu z Zakonom o zdravstveni dejavnosti v R Sloveniji - Komuniciranje zdravnika z ZZZRS; zavarovalnico in v interesnih združenjih.	- The convention of Council of Europe about guarding human rights in biomedicine in the light of successful communication. - Doctor and telling the truth; or lies. - Deontological reasons (moral principle of integrity, professional duty of truthfulness, respecting patient independence, keeping patient and doctor dignity, the meaning of social equality). - 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 - Doctor communicating with Health Insurance Institute of Slovenia, the insurance company and in interest groups.

Temeljni literatura in viri / Reading materials:

- Brown, J., Noble, M., L., Papageorgiou, A., Kidd., J. (2015): Clinical Communication in Medicine. Willey Blackwell
- Suzanne Kurtz, Jonathan Silverman, Juliet Draper (2016): Teaching and Learning Communication Skills in Medicine, Second Edition. CRC Press.
- David, Zvonka in Fabjan, marija (2004): Komunikacija operacijske medicinske sestre v zdravstvenem timu. Dostopno preko: http://www.soms.si/assets/zbornik-xviii-18.pdf#page=5.
- Filipič Ida (1996): Komunikacija - komunikacija v timu, z varovanci in komunikacija s starostniki. Obzorja Zdr. N. 30: 13-19. Dostopno preko: file:///C:/Users/Uporabnik/Downloads/martina-kocbek-usergroup-1996-1-2-13-19.pdf.
- Filipič Ida (1998): Komunlkacija v zdravstveni negi. Obzorja Zdr. N, 32: 221-225. Dostopno preko: file:///C:/Users/Uporabnik/Downloads/martina-kocbek-usergroup-1998-5-6-221-225.pdf

Cilji in kompetence:	**Objectives and competences:**
Cilj predmeta je študente seznaniti z različnimi komunikacijskimi modeli, pristopi in tehnikami, ki omogočajo učinkovitejšo komunikacijo s pacienti, v kolektivu in z drugimi deležniki.	The aim of the course is to familiarize students with various communication models, approaches and techniques that enable more effective communication with patients, within the collective of co-workers and with other stakeholders.

Predvideni študijski rezultati:	**Intended learning outcomes:**
<u>Znanje in razumevanje:</u> Po zaključku predmeta je 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;	Knowledge and understanding: After completing the subject students has 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:

• pokazati sposobnost načrtovanja procesov komunikacije, opisnih kriterijev in opisnikov v našem zdravstvenem sistemu. <u>Prenosljive/ključne spretnosti in drugi atributi:</u> • 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.	• 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.

Metode poučevanja in učenja:	**Learning and teaching methods:**
• opravljen seminar s portfoliom, • ustni izpit	• Completed coursework with a portfolio • Oral exam

Načini ocenjevanja:	Delež (v %) / Share (in %)	**Assessment methods:**
Način: ustni izpit, seminarska naloga ŠTUDIJSKE OBVEZNOSTI ŠTUDENTOV: uspešna predstavitev seminarske naloge POGOJI ZA PRISTOP K POSAMEZNEMU PREVERJANJU ZNANJA: -	**70%** **30%**	Type: oral examination, coursework assignment ACADEMIC OBLIGATIONS OF STUDENTS: successful presentation of coursework assignment REQUIREMENTS FOR ACCESS TO INDIVIDUAL KNOWLEDGE CHECKING: -

Reference nosilca / Course coordinator's references:

1. NATERER, Andrej, EFENDIĆ, Nirha. Mapiranje in analiza tematskega polja zgodovine v štirih znanstvenih revijah med leti 2009 in 2021 s poudarkom na povezanosti z antropologijo. *Annales : anali za istrske in mediteranske študije. Series historia et sociologia*. [Tiskana izd.]. 2022, letn. 32, št. 4, str. 635-652, ilustr. ISSN 1408-5348. https://zdjp.si/wp-content/uploads/2023/01/ASHS_32-2022-4.pdf, DOI: 10.19233/ASHS.2022.40. [COBISS.SI-ID 137154819], [SNIP, WoS, Scopus]

2. NATERER, Andrej, LAVRIČ, Miran. Leaving out of necessity or out of ambition? The impact of socio-economic development on factors of youth emigration from countries of South Eastern Europe. *International journal of comparative sociology*. 2022, str. 1-16, ilustr. ISSN 1745-

2554. https://journals.sagepub.com/doi/10.1177/00207152221126375, DOI: 10.1177/00207152221126375. [COBISS.SI-ID 125523971], [JCR, SNIP, WoS, Scopus]

3. BRUMEC, Snežana, LAVRIČ, Miran, NATERER, Andrej. Exceptional human experiences among pilgrims on the Camino de Santiago : a typology of experiences and transformative aftereffects. *Psychology of religion and spirituality*. 2022, str. 1-13, ilustr. ISSN 1943-1562. https://doi.apa.org/doiLanding?doi=10.1037%2Frel0000456, DOI: 10.1037/rel0000456. [COBISS.SI-ID 100991235], [JCR, SNIP, WoS do 22. 1. 2023: št. citatov (TC): 2, čistih citatov (CI): 2, čistih citatov na avtorja (CIAu): 0,67, Scopus do 13. 12. 2022: št. citatov (TC): 3, čistih citatov (CI): 2, čistih citatov na avtorja (CIAu): 0,67]

4. NATERER, Andrej, VERHOVNIK, Luka, ŠKERGET, Polonca. Slovenska antropologija v 21. stoletju : analiza tematskega polja. *Traditiones : zbornik Inštituta za slovensko narodopisje*. [Tiskana izd.]. 2022, letn. 51, št. 1, str. 43-68, ilustr. ISSN 0352-0447. https://ojs.zrc-sazu.si/traditiones/article/view/10895/10727, DOI: 10.3986/Traditio2022510103. [COBISS.SI-ID 137395715], [SNIP]

5. LAVRIČ, Miran, BRUMEC, Snežana, NATERER, Andrej. Exceptional human experiences among pilgrims on the Camino de Santiago : a study of self-reported experiences and transformative aftereffects. *The international journal of transpersonal studies*. 2021, vol. 40, iss. 2, str. 1-13. ISSN 1942-3241. https://digitalcommons.ciis.edu/ijts-transpersonalstudies/vol40/iss2/7/, DOI: 10.24972/ijts.2021.40.2.75. [COBISS.SI-ID 126816515], [SNIP]