

UČNI NAČRT PREDMETA / COURSE SYLLABUS	
Ime predmeta:	Sporočanje in vzpostavljanje odnosa med zdravnikom in bolnikom
Course title:	Communication and relationship building between physician and patient

Študijski program in stopnja Study programme and cycle	Študijska smer Study option	Letnik Year of study	Semester Semester
Splošna medicina, enovit magistrski študijski program		Peti, šesti	9., 11.
General medicine, Uniform master's degree study program		Fifth, sixth	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
5	40						45	3
		AV	LV	RV				

Nosilec predmeta / Course coordinator:

prof. dr. Zalika Klemenc Ketiš

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):

Študentovo poučevanje bo med študijem zajemalo naslednje:

- besedno in nebesedno sporazumevanje v medicini,
- vodenje posveta v medicini,
- opredelitev in sporočanje slabih novic v medicini,
- sporazumevanje s svojci in sodelavci,
- etične vidike sporazumevanje,
- izgorelost zdravnika,
- reševanje sporov in pritožb,
- profesionalno in humanistično delovanje zdravnika.

Content (syllabus outline):

The education program consists of::

- basic and specific features of communication and consultation,
- different types of consultation and their proper management,
- breaking bad news,
- communication with relatives and co-workers,
- physician's burnout,
- solving conflicts and complaints,
- professional and humanistic act of physicians.

Temeljni literatura in viri / Reading materials:

1. Petek D, Švab I. Sporazumevanje v družinski medicini. Ljubljana: Katedra za družinsko medicino, 2016.
2. Selič P. Novi odročnik. Nebesedno sporazumevanje za vsakdanjo rabo. Ljubljana: Pares, 2007.
3. Klemenc-Ketiš Z. Učenje družinske medicine s pomočjo filmov. Ljubljana : Zavod za razvoj družinske medicine; 2014.
4. Svab I. Sporazumevanje med zdravnikom in bolnikom. Ljubljana: ZZDM SZD; 1995.
5. Logar Zakrajšek B. Sporočanje slabe novice. V Rakovec-Felser Z.(ured.) Psihosocialni vidiki zdravja in bolezni. Maribor: Zbornik predavanj, Medicinska fakulteta UM, 2008.
6. Rakovec-Felser Z. Izgube in procesi žalovanja. Kaj lahko stori zdravnik in kaj drugo osebje. V Rakovec-Felser Z. Psihologija telesnega bolnika. Maribor. Založba Pivec, 2009: 134-154.
7. Rakovec-Felser Z. Medsebojno sporazumevanje, besedno in nebesedno. Medosebno sporazumevanje z bolnikom in med zdravstvenim osebjem. V Rakovec-Felser Z. Psihologija telesnega bolnika. Maribor: Založba Pivec, 2009: str. 312-416.

Cilji in kompetence:

Ob koncu pouka bodo študenti

- opisali besedno in nebesedno sporazumevanje,
- razpravljali o pomenu nebesednega sporazumevanja z bolnikom,
- prepoznali skrite bolnikove namige,
- sporočali slabo novico, slabe izvide, slabe napovedi bolezni,
- reševali spore in pritožbe,
- opisali osnove sporočanja,
- cenili pomen empatije,
- opisali odnos med zdravnikom in bolnikom,
- poznali pomen zaupanja v odnosu zdravnik-bolnik,
- opisali pravne in etične vidike sporazumevanje v medicini,
- razložili načela vodenje posveta v medicini,
- razložili načela vključevanja bolnikov v odločanje in sodelovanja bolnikov pri zdravljenju,
- opisali modele sporočanja slabe novice,
- razložili sporočanje ob umirajočem bolniku,
- opisali organizirano delo v skupinah samopomoči kroničnih bolnikov, edukacija in supervizija – usposabljanje sodelavcev (zdravstvena nega),
- opisali problematiko poklicnega izgorevanja in preventivo,
- razpravljali o profesionalizmu in humanizmu v medicini,
- našteji dejavnike, ki vplivajo na odločitev bolnika za posvet,
- opisali lastnosti zdravnika pred posvetom,
- opisali okoliščine sporazumevanja med bolnikom in zdravnikom,
- razložili pomen izida posveta za sodelovanje med zdravnikom in bolnikom,
- opisali modele sporazumevanje med zdravnikom in bolnikom,

Objectives and competences:

At the end of this subject, the student will

- describe verbal and non-verbal communication,
- discuss the value of non-verbal communication with patients,
- recognise hidden patient's hints,
- communicate bad news, bad tests' results and bad diseases' prognosis,
- manage conflicts and complaints,
- explain the basics of communication with patients,
- value the importance of empathy, patient-physician relationship, and trust
- explain the meaning and importance of breaking bad news in medicine,
- describe legal and ethical aspects of communication in medicine,
- describe the principles of management of consultation in medicine,
- describe the principles of inclusion of patients in management,
- describe the models of breaking bad news,
- describe the communication in case of dying patient,
- describe the organization of work in selfmanagement groups of chronic patients, education and supervision – training of other members of team,
- describe burnout and prevention,
- discuss about professionalism and humanism in medicine,
- list the factors that affect the decision of a patient to visit a physician,
- describe the features of physician before a consultation,
- describe the circumstances of communication between a patient and a physician,

– našteli najpogostejše pritožbe bolnikov v zvezi s posvetom, – opisali modele sporazumevanja na hišnem obisku.
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– explain the meaning of consultation outcome for physician-patient cooperation, – describe the models of communication between physician and patient, – list the most common complaints of patients regarding a consultation, – describe the models of communication in home visits.
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Predvideni študijski rezultati:

Znanje in razumevanje: 1. Osnov sporočanja 2. Besednega in nebesednega sporazumevanja 3. Osnov sporazumevanja z bolnikom 4. Empatije, odnosa zdravnik-bolnik, zaupanja 5. Sporazumevanja z bolnikovimi svojci 6. Pravnih in etičnih vidikov sporazumevanja v medicini 7. Načel vodenje posveta v medicini 8. Načel vključevanja bolnikov v odločanje in sodelovanja bolnikov pri zdravljenju 9. Opredelitve slabe novice v medicini 10. Modelov sporočanja slabe novice 11. Sporočanja slabih izvidov, ugotovitev in napovedi bolezni 12. Sporočanja ob umirajočem bolniku 13. Obravnave nasilja v medicini 14. Reševanja konfliktov 15. Reševanja pritožb 16. Organiziranega dela v skupinah samopomoči kroničnih bolnikov, edukacija in supervizija – usposabljanje sodelavcev (zdravstvena nega) 17. Problematike poklicnega izgorevanja in preventiva 18. Profesionalizma in humanizma v medicini Prenesljive/ključne spretnosti in drugi atributi: 1. Veščine sporazumevanja 2. Veščine vodenja posveta v medicini 3. Veščine sporočanja slabe novice 4. Veščine reševanja konfliktov in pritožb 5. Veščine sporazumevanja in vodenja posveta s svojci 6. Veščine obravnave nasilja
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Intended learning outcomes:

Knowledge and understanding: 1. Basic features of communication 2. Verbal and non-verbal communication 3. Basics of communication with patients 4. Empathy, physician-patient relationship, trust 5. Communication with patients' relatives 6. Legal and ethical aspects of communication in medicine 7. Legal and ethical aspects of communication in medicine 8. Principles of consultation management in medicine 9. Principles of patients' inclusion in decision-making and partnership in management of patients 10. Models of breaking bad news 11. Communication of bad test results and diseases' prognosis 12. Communication in case of a dying patient 13. Dealing with violence in medicine 14. Solving of conflicts 15. Solving of complaints 16. Organization of work in selfmanagement groups of chronic patients, education and supervision – training of other members of team 17. Burnout and prevention 18. Professionalism and humanism in medicine Transferable/Key Skills and other attributes: 1. Communication skills 2. Skills of consultation management in medicine 3. Skills of breaking bad news 4. Skills of conflicts and complaints solving 5. Skills of communication and consultation with patients' relatives 6. Skills of management of violence
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Metode poučevanja in učenja:

Predavanja Seminarji Delo v malih skupinah Igra vlog Ogled video in filmskih vsebin
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Learning and teaching methods:

Lectures Seminar work Small group work Role play Video and education movies
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Vodena razprava Projektne naloge	Moderated discussion Project assignments
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Načini ocenjevanja:	Delež (v %) / Share (in %)	Assessment methods:
Način (pisni izpit, ustno izpraševanje, naloge, projekt) Študent mora opraviti projektno nalogo in jo ustno zagovarjati. ŠTUDIJSKE OBVEZNOSTI ŠTUDENTOV: 80% prisotnost na predavanjih (tj. 4 ure) 80% prisotnost na seminarjih (tj. 32 ur) - Izdelava in oddaja pisne seminarske naloge - Opravljen ustna predstavitev seminarske naloge POGOJI ZA PRISTOP K POSAMEZNEMU PREVERJANJU ZNANJA: Pogoj za pristop k pisnemu izpitu so opravljene vse obveznosti in pozitivne ocene iz obveznosti pod točko 1 in 2. - Izdelava in oddaja pisne seminarske naloge - Opravljen ustna predstavitev seminarske naloge	100	Type (examination, oral, coursework, project): Project work described in a paper and presented to the students' audience. ACADEMIC OBLIGATIONS OF STUDENTS: 80% attendance lectures (4 hours) 80% attendance seminars (32 hours) - Writing of project assignment - Oral presentation of project assignment REQUIREMENTS FOR ACCESS TO INDIVIDUAL KNOWLEDGE CHECKING: Students are admitted to final written exam if they finished all assignments and got positive marks from assignments under Items and 2. - Written project assignment - Oral presentation of project assignment

Reference nosilca / Course coordinator's references:

- KLEMENC-KETIS Z, KERSNIK J. Deficiency areas in decision making in undergraduate medical students. Adv Med Educ Pract 2014; 5: 223-7.
- Klemenc-Ketiš Z Kersnik J. Using movies to teach professionalism to medical students. BMC Med Educ 2011; 11: 60.
- Klemenc-Ketiš Z, Kersnik J. New virtual case-based assessment method for decision making in undergraduate students: a scale development and validation. BMC Medical Education 2013; 13: 160.
- Klemenc-Ketiš Z. Učenje družinske medicine s pomočjo filmov. Ljubljana: Zavod za razvoj družinske medicine; 2014.
- KLEMENC-KETIŠ, Zalika, KERSNIK, Janko, OJSTERŠEK, Janja. Perceived difficulties in managing ethical problems in family practice in Slovenia : cross-sectional study. Croatian medical journal online, ISSN 1332-8166, 2008, letn. 49, št. 6, str. 799-806.
- Klemenc-Ketiš Z, ur. Praktikum družinske medicine. 2. izdaja. Maribor: Medicinska fakulteta; 2011.