



Univerza v Mariboru
University of Maribor

Medicinska fakulteta
Faculty of Medicine



UČNI NAČRT PREDMETA / SUBJECT SPECIFICATION

Predmet:	Klinična psihologija in sporazumevanje
Subject Title:	Clinical psychology and communication skills in medicine

Študijski program Study programme	Študijska smer Study field	Letnik Year	Semester Semester
Splošna medicina General Medicine		4	7

Univerzitetna koda predmeta / University subject code:

Predavanja Lectures	Seminar Seminar	Sem. vaje Tutorial	Lab. vaje Labor work	Teren. vaje Field work	Samost. delo Individ. work	ECTS
15	45				60	4

Nosilec predmeta / Lecturer: izr. prof. dr. Bojan Zalar

Jeziki / Languages: Predavanja / Lecture: Slovenski/slovene
Vaje / Tutorial:

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

Prerequisites:

Vsebina:

Predavanja:
Klinična psihologija.
Osebnost (struktura, intelekt, čustva, vrednote), osebnostne motnje (opredelitev, opisi- lastnosti, kognicija, vedenje, samopodoba, medosebno vedenje), psihofiziologija (avtonomno živčevje, emocije, stres, odzivnost, biofeedback, elektrodermalna reakcija, emg, eeg, pulz, frkvenca dihanja), osnove nevroznosti (preiskavne metode, pregled kognitivnih funkcij, prenos informacije preko živčnega sistema, MCI, poškodbe in rehabilitacija).
Osnove komuniciranja.
Sporazumevanje, izmenjava misli, informacij, sprejemanje, posredovanje in analiza (interpretacija) komunikacije. Vzpostavljanje,

Content (Syllabus outline):

Lectures:
Clinical psychology
Personality (structure, intellect, emotions, values), personality disorders (definition, descriptions, characteristics, cognition, behaviour, self-image, inte-personal behaviour), psychophysiology (autonomous nervous system, emotions, stress, responsiveness, biofeedback, electordermal reaction, EMG. EEG, pulse, breathing frequency), basics of neuroscience (testing methods, examination of cognitive functions, transmission of information via the nervous system, MCI, injuries, rehabilitation).
Basic communication
Communication, exchange of ideas and information, reception, emission and analysis

vzdrževanje, spreminjanje in usklajevanje medosebnih odnosov.
 Spoznanje in uporaba komunikacijskih orodij, analiza komunikacije, raba in prepoznavanje glasovnih elementov, verbalna - neverbalna komunikacija, specifično komunikativno vedenje, jasnost komunikacij, oblikovanje izjav, komunikacija v medijih, komunikacija in motivacija, psihosocialna interakcija (imitacija, sugestija, simpatija in antipatija, identifikacija, družbeni pritisk, integracija tima), javno mnenje, učinkoviti intervju, komunikacija v medijih, poročanje.

Medicinska komunikacija

Komunikacija študent /zdravnik - bolnik: namen medicinske komunikacije (vzpostavitev dobrega medosebnega odnosa, izmenjava informacij, skupne odločitve glede obravnave), analiza komunikacije študent/zdravnik bolnik, vpliv komunikacijskega vedenja na bolnikovo obravnavo, komunikacija v procesu zdravljenja (instrumentalno), komunikacija v procesu paliativnega zdravljenja (afektivno), nadzorovano in nenadzorovano vedenje, medicinsko in običajno pogovorno izražanje, vpliv komunikacije na sodelovanje pri zdravljenju [compliance]), zadovoljstvo bolnika, priklic in razumevanje informacije.

Seminarji:

Emocionalne motnje
 Kognicija
 Vedenjske motnje
 Interpersonalna motnja
 Motnje spanja
 Medosebni problemi
 Družinski konflikti
 Problemi starosti
 Motnje hranjenja
 Nevropsihološki problemi
 Kardio respiratorni problemi
 Družinska terapija
 Jeza
 Normalni psihološki razvoj
 Samopomoč pri kronični bolezni
 Samopomoč in distress
 Motivacije pri samoregulativnem učenju

Intencija pri samoregulativnem učenju

Samoregulativna adaptacija
 Strukturno vedenjske
 Nedovoljene substance

(interpretation) of communication.

Establishing, maintaining, changing and harmonization of interpersonal relationships. Introduction of communication tools and their use, communication analysis, use and recognition of vocal elements, verbal vs. non-verbal communication, specific communication behaviors, clarity of communication, forming statements, media communication, communication and motivation, psychosocial interaction (imitation, suggestion, sympathy and antipathy, identification, social pressure, team integration), public opinion, effective interview, reporting.

Medical communication

Student/doctor - patient communication: purpose of medical communication (establishing good interpersonal relationship, exchange of information, co-operation in making decisions regarding treatment), analysis of student/doctor - patient communication, effects of communication behaviors on the treatment, communication in the process of treatment (instrumental), communication in the process of palliative treatment (affective), controlled vs. uncontrolled behavior, medical and common partial exam terminology, effect of communication on treatment compliance, patient satisfaction, recall and understanding of information.

Seminars:

Affective disorders
 Cognition
 Behavioural disorders
 Interpersonal disorder
 Sleep disorders
 Interpersonal problems
 Family conflicts
 Problems associated with old age
 Eating disorders
 Neuropsychological problems
 Cardiorespiratory problems
 Family therapy
 Anger
 Normal psychological development
 Self-help in chronic diseases
 Self-help and distress
 Motivation in self-regulatory learning
 Intention in self-regulatory learning
 Self-regulative adaptation
 Structural behaviour
 Illegal substances

Histrionična osebnostna motnja Narcistična osebnostna motnja Obsesivna osebnostna motnja Borderline osebnostna motnja Agresivna osebnostna motnja Paranoidna osebnostna motnja Shizoidna osebnostna motnja Shizotipska osebnostna motnja Uvod v nevroznanost Sinaptični prenos Glia nevroni Nevrotransmitterski sistemi Struktura živčnega sistema Čutila Možgani in nadzor gibanja Hrbtenjača in nadzor gibanja Motivacija Spol in možgani Kemični nadzor možganov in vedenja Možgani in čutila Možgani in spanje Govor Pozornost Spominski sistemi Molekularni mehanizmi učenja in spomina Hipersenzitivnost&paranoidnost Metode svetovanja Kognitivne funkcije Nedovoljene substance Motnje impulzov Stres na delovnem mestu Stres in mladostniki Stres v starosti Sprostitutvene tehnike Stres v nosečnosti in poporodna depresija Rehabilitacija pri duševnih motnjah Psihodinamska terapija nevroz Bolečina Telesne in spolne zlorabe Osebnostna struktura Predstavitev interpretativnih analiz primerov na naslednjih nivojih: Komunikacije z bolniki: - temeljna komunikacijska orodja v relaciji študent/zdravnik - bolnik (izjava o sebi, aktivno poslušanje, spraševanje, povratna informacija in dejstva) - vzpostavitev odnosa [empatija, varnost in podpora, zaupanje]; - razumljivost informacij; - kako prikazati manj prijetno novico(pogovor	Histrionic personality disorder Narcissistic personality disorder Obsessive personality disorder Borderline personality disorder Aggressive personality disorder Paranoid personality disorder Schizoid personality disorder Schizotypal personality disorder Introduction to neuroscience Synaptic transmission Glia-neurons Neurotransmitter systems Structure of the nervous system Sense organs Brain and control of movement Spinal cord and control of movement Motivation Gender and brain Chemical control of the brain and of behaviour Brain and sense organs Brain and sleep Speech Attention Memory systems Molecular learning and memory mechanisms Hypersensitivity and paranoia Counselling methods Cognitive functions Illegal substances Impulse disorders Stress at work Stress and adolescents Stress in old age Relaxation techniques Stress in pregnancy and postpartum depression Rehabilitation in mental disorders Psychodynamic theory of neuroses Pain Physical and sexual abuse Personality structure Presentation of interpretative case analyses on the following levels: Communication with patients: - basic communication tools in student/doctor - patient relation (self-explanation, active listening, asking questions, feedback and facts) - establishing a relationship (empathy, sense of security and support, trust - ineligibility of information - how to communicate an unpleasant news (conversation with relatives and patients,
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s svojci in bolniki, upoštevanje pravil: od subjektivnega k objektivnemu, od nespornega k spornemu, od gotovega k negotovemu, kako povedati kritiko)

- konflikt in konfliktnost;
- nezaupanje bolnika do zdravnika, obravnave;
- strah bolnika pred izgubo vloge, statusa in neodvisnosti;
- zaničanje realnosti zdravstvenega problema;
- strah pred zapustitvijo domačega okolja;
- usmerjenost v bolečino;
- strah pred smrtjo;
- strah pred pohabljenjem, invalidnostjo;
- vpliv religije in kulturne;
- svetovanje glede nezdravega življenja;
- obravnava rizičnega vedenja (samomorilni poskus);
- obravnava agresivnega vedenja
- vzpostavitev učinkovite komunikacije študent /zdravnik - bolnik na podlagi razumljive razlage in predstavitev glede ocene, svetovanja, privolitve, pomoči in prilagoditve/priprave]
- problem nestrinjanja z bolnikom (najpogostejše ovire uspešnega prepričevanja, tri perspektive zaželenih odzivov, odziv na ugovor)
- nebesedna komunikacija (kako pritegnemo pozornost z nebesednimi elementi, vizualno vedenje, glasovni elementi, čustveno zaznavanje sogovornika)
- komunikacija z osebjem (v timu)
- komunikacija z mediji (oblikovanje izjave, najpogostejši odzivi, tehnika prikaza lastnega mnenja, strategija boja in bega)
- strateška komunikacija
- komunikacija s skupnostjo (preventiva)
- krizna komunikacija (stresne razmere)
- oblikovanje multimedijskih materialov (za študente, bolnike, družbo)

following the rules: from subjective to objective, from indisputable to controversial, from certain to ambiguous, how to express criticism)

- conflict and conflictness
- patient's distrust of doctor, treatment
- patient's fear of losing his role, status and independence
- denial of the reality of an existing health problem
- fear of leaving home environment
- focus on pain
- fear of death
- fear of disfigurement, invalidity
- religious and cultural influences
- counseling about unhealthy lifestyle
- managing risk behavior (suicide attempt)
- managing aggressive behavior
- establishing effective student/doctor - patient communication based on comprehensible explanation and presentation regarding assessment, counseling, consent, assistance and adaptation/preparation
- the problem of not agreeing with the patient (the most common obstacles to successful persuasion, three perspectives of desired responses, response to objection)
- non-verbal communication (how to attract attention with non-verbal elements, visual behavior, voice elements, emotional perception of the other party)
- communication with co-workers (inside a team)
- media communication (forming a statement, the most common responses, the technique of presenting one's opinion, fight/flight strategy)
- strategic communication
- community communication (prevention)
- crisis communication (stressful circumstances)
- preparation of multimedia materials (for students, patients, society)

Temeljni literatura in viri / Textbooks:

1. Mark F Bear, Barry W Connors, M. Paradiso. Neuroscience: Exploring the Brain. Lippincott Williams & Wilkins; Third Edition edition (February 1, 2006)
2. Bryan Kolb, Ian Wishaw: Fundamentals of Human Neuropsychology. Worth Publishers Incorporated. 2003.
3. David H. Barlow: Clinical Handbook of Psychological Disorders. Guilford publications. 2001.
4. Robert J. Sternberg, R. Wagner: Readings in Cognitive Psychology. Harcourt Brace College Publishers. 1998.

5. N. Carlson. Physiology of behaviour. Pearson Allyn & Bacon. 1997.
6. Thomas G. Plante. Contemporary Clinical Psychology. John Wiley & Sons; 1998.
7. Jerry J. Sweet, Ronald H. Rozensky, Steven M. Tavian. Handbook of Clinical Psychology in Medical Settings. Plenum Pr; 1991.
8. Anthony J. Goreczny. Handbook of Health and Rehabilitation Psychology. Plenum Pr; 1995.
9. [Suzanne Kurtz](#), [Jonathan Silverman](#), [Juliet Draper](#). Teaching and Learning Communication Skills in Medicine. Radcliff Medical Pr Ltd., 1998.
10. [Suzanne Kurtz](#), [Juliet Draper](#). Skills for Communicating with Patients. Radcliff Publishing Ltd., 2004.
11. [Jonathan Silverman](#) (Author), [Juliet Draper](#). Teaching and Learning Communication Skills in Medicine. Radcliff Publishing Ltd., 2004.
12. [David Pendleton](#), [Theo Schofield](#), [Peter Tate](#), [Peter Havelock](#). The New Consultation: Developing Doctor-patient Communication. Oxford University Press; 2Rev Ed edition (24 April 2003).
13. [Peter Tate](#). The Doctor's Communication Handbook: Fifth Edition. Radcliffe Publishing Ltd; 5Rev Ed edition 2006.
14. [Roger Neighbour](#). The Inner Apprentice: An Awareness-Centred Approach to Vocational Training for General Practice. Radcliffe Publishing Ltd; 2Rev Ed edition 2004.
15. [Douglas Stone](#), [Bruce Patton](#), [Sheila Heen](#). Difficult Conversations: How to Discuss What Matters Most. Penguin Books Ltd; New Ed edition 2000.

Cilji:

Razumevanje duševnega zdravja, duševnih motenj, procesov duševnega dogajanja (psihofiziološko, kognitivno, vedenjsko, emocionalno, psihopatološko), pravnice in rehabilitacije duševnih motenj.

Boljše komunikacije omogočajo zmanjšanje kliničnih napak, bolnikovih pritožb, odpravljenih stresov pri bolnikih in zdravnikih, procesnih pravnice, ter izboljšujejo diagnostiko in zdravljenje. Komunikacija je integralni del zdravniškega poklica. Bolnik je intenzivneje vključen v odločitve glede aktivnega načrtovanja in izvajanja zdravljenja. Študenti se bodo seznanili z osnovami komunikacije in komunikacijskimi orodji

Predvideni študijski rezultati:

Znanje in razumevanje:

Spoznati pomen komunikacije za izboljšanje medsebojnega razumevanja na različnih relacijah, kar posledično zmanjšuje napetost v odnosih, in nesodelovanje, ter spoznati novo dimenzijo in njene vplive na procese zdravljenja, medosebne odnose in preciznost obravnave.

Prenesljive/ključne spretnosti in drugi atributi:

Znanje bo vplivalo na kompleksnejše

Objectives:

Understanding of mental health, mental disorders, mental processes (psychological, cognitive, behavioural, emotional, psychopathological), prevention and rehabilitation of mental disorders.

Better communication renders possible the reduction of clinical errors, patients' complaints, dispensable stress both in patients and in doctors, and litigations, and it also improves diagnostics and treatment. Communication is an integral part of medical profession. Patients participate more actively in the process of planning and implementing treatment.

Intended learning outcomes:

Knowledge and Understanding:

To learn about the significance of communication for improving mutual understanding on different levels that will result in the reduction of tension in relationships and non-cooperation, and to learn about a new dimension and its effects on the treatment process, interpersonal relationships and treatment accuracy.

Transferable/Key Skills and other attributes: This knowledge will lead to a more complex understanding of attributes in the treatment

razumevanje atributov v procesu zdravljenja.	process.
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Metode poučevanja in učenja:

Learning and teaching methods:

Predavanja, študije primerov, seminarji	Lecturers, case studys, seminars
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Načini ocenjevanja:		Delež (v %) / Weight (in %)	Assessment:
Način (pisni izpit, ustno izpraševanje, naloge, projekt)			Type (examination, oral, coursework, project):
Opravljen seminar		45 %	Seminar
Ustni izpit		55 %	Examination