

SYLLABUS

concerning the cycle of education 2020-2026

Academic year 2021/2022

1. BASIC INFORMATION CONCERNING THIS SUBJECT

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| Subject | Clinical communication |
| Course code * | KK/D |
| Faculty of (name of the leading direction) | College of Medical Sciences, University of Rzeszow |
| Department Name | College of Medical Sciences, University of Rzeszow |
| Field of study | Medical direction |
| level of education | Uniform master's studies |
| Profile | General academic |
| Form of study | Stationary |
| Year and semester | II year, semester III |
| Type of course | Obligatory |
| Language | English |
| Coordinator | Oliver Doerner, MD |
| First and Last Name of the Teachers | Oliver Doerner, MD |

* - According to the resolutions of Educational Unit

1.1. Forms of classes, number of hours and ECTS

| Semester No. | Lecture | Exercise | Conversation | Laboratory | Seminar | Z P | Praktical | Other | Number of points ECTS |
|--------------|---------|----------|--------------|------------|---------|--------|-----------|-------|-----------------------------|
| III | 0 | 0 | 0 | 0 | 15 | | 0 | 0 | 1 |

1.2. THE FORM OF CLASS ACTIVITIES

X CLASSES ARE IN THE TRADITIONAL FORM

X CLASSES ARE IMPLEMENTED USING METHODS AND TECHNIQUES OF DISTANCE LEARNING

1.3 EXAMINATION FORMS (EXAM, CREDIT WITH GRADE OR CREDIT WITHOUT GRADE)

2. BASIC REQUIREMENTS

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| Openness and readiness to learn in the field of clinical communication skills and techniques |
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3. OBJECTIVES, OUTCOMES, AND PROGRAM CONTENT USED IN TEACHING METHODS

3.1 Objectives of this course

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|----|---|
| C1 | Acquiring and practicing specific skills in the area of clinical communication with the use of audio-visual techniques. |
| C2 | Developing verbal and non-verbal communication skills |
| C3 | Understanding and filling gaps in knowledge regarding communication with the patient |
| C4 | Learning the techniques of persuading the patient |

3.2 OUTCOMES FOR THE COURSE

| EK (THE EFFECT OF EDUCATION) | THE CONTENT OF LEARNING OUTCOMES DEFINED FOR THE CLASS (MODULE) | REFERENCE TO DIRECTIONAL EFFECTS ¹ |
|------------------------------|---|---|
| EK_01 | Knows and understands the importance of verbal and non-verbal communication in the process of communicating with the patient and the concept of trust in interaction with the patient; | D.W6 |
| EK_02 | Knows and understands the principles of health promotion, its tasks and main directions of action, with particular emphasis on the knowledge of the role of the elements of a healthy lifestyle; | D.W15 |
| EK_03 | Is ready to implement the principles of professional camaraderie and cooperate in a team of specialists, including representatives of other medical professions, also in a multicultural and multinational environment; | K.09 |
| EK_04 | Can build an atmosphere of trust during the entire diagnostic and treatment process; | D.U4 |

3.3 CONTENT CURRICULUM

A. Problems of the lecture (not applicable)

B. Problems of auditorium, seminar, laboratory and practical classes

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|-----------------|-------|
| Course contents | Hours |
|-----------------|-------|

¹In the case of a path of education leading to obtaining teaching qualifications, also take into account the learning outcomes of the standards of education preparing for the teaching profession.

| | |
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| 1. Techniques for asking questions and listening | 1 |
| 2. Canons of communication with patient | 1 |
| 3. Verbal vs non- verbal communication | 1 |
| 4. Model "CARE" | 1 |
| 5. Translation techniques | 1 |
| 6. Obstacles to effective communication | 1 |
| 7. Active listening | 1 |
| 8. Humor in clinical communication | 1 |
| 9. Providing information to family and authorized persons. | 1 |
| 10. Informed consent | 1 |
| 11. Ability to observe the patient | 1 |
| 12. Body language | 1 |
| 13. Cultural differences | 1 |
| 14. First impression in communication | 1 |
| 15. Insight and self-reflection | 1 |

3.4 DIDACTIC METHODS

Seminars: Text analysis with discussion / project method (group work / problem solving / discussion) analysis of audio-visual materials on patient-doctor communication; audio-visual recording of exercises and their analysis, distance learning methods, lecture with multimedia presentation.

4. METHODS AND EVALUATION CRITERIA

4.1 METHODS OF VERIFICATION OF LEARNING OUTCOMES

| Symbol of effect | Methods of assessment of learning outcomes (Eg.: tests, oral exams, written exams, project reports, observations during classes) | FORM OF CLASSES |
|------------------|--|-----------------|
| EK_01 | project reports | SEM |
| EK_02 | observations during classes | SEM |
| EK_03 | OBSERVATIONS DURING CLASSES | SEM |
| EK_04 | OBSERVATIONS DURING CLASSES | SEM |

4.2 CONDITIONS FOR COMPLETING THE COURSE (EVALUATION CRITERIA)

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| <p>Seminars:</p> <ol style="list-style-type: none"> 1. Design 2. Full class attendance <p>Rating range: 2.0 - 5.0</p> <p>Knowledge assessment:</p> |
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Design, Observations during classes

5.0 - shows knowledge of the content of education at the level of 93% -100%

4.5 - shows knowledge of the content of education at the level of 85% -92%

4.0 - shows knowledge of the content of education at the level of 77% -84%

3.5 - shows knowledge of the content of education at the level of 69% -76%

3.0 - shows knowledge of the content of education at the level of 60% -68%

2.0 - shows knowledge of the content of education below 60%

Skill Assessment:

5.0 - the student actively participates in the classes, is well prepared, can skillfully conduct a conversation with an adult patient, child and family using the technique of active listening and expressing empathy

4.5 - the student actively participates in the classes, with a little help from the teacher, is able to conduct a good conversation with an adult patient, child and family using the technique of active listening and expressing empathy

4.0 - the student actively participates in the classes, with more help from the teacher, is corrected, is able to have a good level of conversation with an adult patient, child and family using the technique of active listening and expressing empathy

3.5 - the student participates in the classes, its scope of preparation does not allow to conduct a good conversation with an adult patient, child and family using the technique of active listening and expressing empathy

3.0 - the student participates in the classes, at a sufficient level developed the ability to talk with an adult patient, child and family using the technique of active listening and expressing empathy;

5. Total student workload required to achieve the desired result in hours and ECTS credits

| Activity | The average number of hours to complete the activity |
|--|--|
| Contact hours (with the teacher) resulting from the study schedule of classes | 15 |
| Contact hours (with the teacher) participation in the consultations, exams | 1 |
| Non-contact hours - student's own work (preparation for classes, exam, writing a paper, etc.) | 11 |

| | |
|----------------------|----|
| SUM OF HOURS | 27 |
| TOTAL NUMBER OF ECTS | 1 |

** IT SHOULD BE TAKEN INTO ACCOUNT THAT 1 ECTS POINT CORRESPONDS TO 25-30 HOURS OF TOTAL STUDENT WORKLOAD.*

6. TRAINING PRACTICES IN THE SUBJECT

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|-----------------------------------|---|
| NUMBER OF HOURS | - |
| RULES AND FORMS OF APPRENTICESHIP | - |

7. LITERATURE

BASIC LITERATURE: 1. BORG J (2013) BODY LANGUAGE: HOW TO KNOW WHAT'S REALLY BEING SAID. HARLOW: PEARSON EDUCATION.
 2. JONATHAN SILVERMAN, SUZANNE KURTZ, JULIET DRAPER (1998) SKILLS FOR COMMUNICATING WITH PATIENTS
 3. ALEXIA PAPAGEORGIOU, LORRAINE NOBLE, JO BROWN, JANE KIDD (2015) CLINICAL COMMUNICATION IN MEDICINE

ADDITIONAL LITERATURE 1. *THE TEACHER'S OWN MATERIALS*
 2. NICOLA COOPER, JOHN FRAIN (2017) *ABC OF CLINICAL COMMUNICATION*

Acceptance Unit Manager or authorized person