



MEDICINE AND SURGERY - MEDTEC SCHOOL

Course: Doctor Patient Communication

Course coordinator: Prof. Giampaolo Robert Perna

Teaching Staff: Prof. Daniela Caldirola, Prof. Silvia Daccò, Prof. Lisa Vampa, Prof. Massimiliano Grassi.

Year: 3rd, 4th, 5th

Period: annual

Credits: 5

Objectives

This course is designed to define and learn how psychological mechanisms influence our social life and professional practice. It helps the student to become aware of the central role of communication in clinical practice for patient's physical and mental well-being and to provide effective care.

Over the three years, students will learn basic psychological concepts and skills to be able to conduct a proper and effective medical consultation, master some "difficult" conversations with patients and relatives, and identify patients for which a referral to a psychologist/psychiatry could be appropriate.

Starting from preparatory general psychological concepts, as fundamental bases for the development of effective communication skills in a patient-centered model, students will be gradually introduced to advanced relational and communication skills to apply to clinical situations, such as dealing with patients' emotions, addressing adherence problems, achieving shared goals in treatment, managing a conversation with the patient and the caregiver, educating the patient, talking with patients about sexuality or in specific medical conditions/contexts (e.g. pain, oncology), communicating bad news, communicating death and medical errors.

Prerequisites

No prerequisites for the course are needed.



Contents

▪ **3rd year (3 credits)**

LESSONS 1: General introduction to the course

LESSONS 2: Patient-centred and relationship-centered models: theory

LESSONS 3: Patient-centred model: clinical cases

LESSONS 4: Values and moral distress

LESSONS 5: Introduction to communication skills (including a description of techniques and practice)

LESSONS 6: Cognition and cognitive neuroscience

LESSONS 7: Behaviour analysis e modification

LESSONS 8: Workshop on communication skills

LESSONS 9: Motivation and change: theory

LESSONS 10: Motivation and change: Motivational interview (Practice)

LESSONS 11: Experiencing and expressing emotions: theory

LESSONS 12: Experiencing and expressing emotions: practice (videos, photolanguage)

LESSONS 13: Triadic relationship: theory and videos

LESSONS 14: Development: theory and practice

LESSONS 15: Assertiveness: theory and practice

LESSONS 16: Cultural diversity and spirituality

▪ **4th year (1 credit)**

LESSONS 1: Reviews of patient-centered Dialogues elaborated by the students at the III year partial exam

LESSONS 2: Patient Education & Shared Decision Making 1

LESSONS 3: Patient Education & Shared Decision Making2 (Adherence)

LESSONS 4: Communicating medical errors



LESSONS 5: Dealing with patients in pain

LESSONS 6: Communication in oncology and palliative care

▪ **5th year (1 credit)**

LESSONS 1: The Role of Clinical Psychology in Healthcare

LESSONS 2: Supervisions and training for clinicians

LESSONS 3: Communicating in COVID Times

LESSONS 4: Communication Skills for Staff wearing PPE

LESSONS 5: Communication Skills for Staff wearing PPE WORKSHOP

LESSONS 6: Multidisciplinary CS in Teams

LESSONS 7: Psychological assessment with organic patients

LESSONS 8: Models of Psychotherapy

LESSONS 9: Judgment and Decision Making in Medical Practice

LESSONS 10: Doctor-patient communication in the era of personalized medicine

Teaching Methods

Lectures: the main purpose of lectures is to transfer knowledge to students by guiding them through the most relevant subjects of the disciplines included in the course of Communication skills. Students are expected to participate in lectures proactively and to take notes as part of the learning process.

Practice: the students will have the opportunity to participate in simulations and role- playings to practice the communication skills presented during the lesson.

Clinical cases will be presented and exercises will be proposed to potentiate and consolidate the understanding and learning.

Verification of learning

Each year the student will undergo a partial exam. The partial exam will include a test with 32 multiple choices questions (only one correct for each question). Every correct answer will score 1 and to pass the exam a minimal score of 18 is needed. A score of 32 will correspond to a 30 cum laude score. The final score for the course will be represented by the average of scores obtained in the three partial exams for each year weighted on the credits of each year



(partial exam 3° year: 3/5, partial exam 4°year: 1/5, partial exam 5°year: 1/5) and will be officially defined in the 5° year. A final cum laude score will be awarded to students obtaining at least 2 cum laude scores in the partial exams and a score not lower than 28 in the remaining partial exam. If a student does not pass or does not accept the score obtained in a partial exam, he can repeat it during the next years. If the score of a partial exam has been accepted the student cannot repeat it.

Texts

Margaret Lloyd, Robert Bor, and Lorraine Noble. *Clinical Communication Skills for Medicine, 4th Edition*. Elsevier.

Adrienne Boissy and Timothy Gilligan. *Communication the Cleveland Clinic Way: How to Drive a Relationship-Centered Strategy for Exceptional Patient Experience 1st Edition*.

Egidio Moja and Elena Vegni. *La visita medica centrata sul paziente*. Cortina Raffaello