

# SYLLABUS

The academic year when the cycle of instruction is commenced 2019-2025 [INT]

<b>Module/course name:</b>	Communication Skills	<b>Module code</b>	LK.3.D006
<b>Faculty:</b>	Faculty of Medicine MUL		
<b>Major:</b>	Medical		
<b>Specialty:</b>			
<b>Level of study:</b>	I (Bachelor studies) <input type="checkbox"/> II (Master studies) <input type="checkbox"/> integrated Master studies <input checked="" type="checkbox"/> III (Doctoral studies) <input type="checkbox"/>		
<b>Mode of study:</b>	full-time <input checked="" type="checkbox"/> part-time (extramural) <input type="checkbox"/>		
<b>Year of study:</b>	I <input type="checkbox"/> II <input checked="" type="checkbox"/> III <input type="checkbox"/> IV <input type="checkbox"/> V <input type="checkbox"/> VI <input type="checkbox"/>	<b>Semester :</b>	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/>
<b>Module/course type:</b>	obligatory <input checked="" type="checkbox"/> elective <input type="checkbox"/>		
<b>Language of instruction:</b>	Polish <input type="checkbox"/> English <input checked="" type="checkbox"/>		
<b>Form of education</b>	<b>Hours</b>		
Lecture			
Seminar	25		
Laboratory class	0		
E-learning			
Practical class			
Internship			
Other			
<b>TOTAL</b>	25		
<b>Student's work input</b> (participation in class, preparation, evaluation, etc.)		<b>Student's hourly workload</b>	
1. In class		20	
2. Student's own work		10	
Summary of the student's workload		25	
<b>ECTS points for module/course</b>		1	
<p><b>Educational objectives:</b> student after the course understands the meaning of health, disease, disability and old age in relation to social attitudes and consequences of disease and disability. Student understands the meaning of verbal and non-verbal communication in the process of communicating with patients and the idea of trust in doctor-patient interactions. Student know the procedures and protocols used in the doctor-patient communication and team communication. He also understands the psycho-social consequences of hospitalization and chronic disease and the functioning of medical institutions and a social role of physician. He also can build the atmosphere of complete trust throughout the whole therapeutic process, besides is able to carry out conversation with an adult patient, a child, family, applying the technique of active listening and empathy, and discuss with a patient in particular life situation.</p>			
<p><b>The matrix of learning outcomes for module/ subject with reference to verification methods of the intended educational outcomes and forms of instruction:</b></p>			
Learning outcome	A student who has obtained a credit for the module/course has	Methods of	Form of

tcomecode	the knowledge/skill to:	verifying the achievement of the intended learning outcomes:	instruction * provide the symbol
W01 (D.W <del>4</del> <sub>5</sub> )	understands the meaning of health, disease, disability and old age in relation to social attitudes, social consequences of disease and disability and the socio-cultural barriers, knows the current concept of health-related quality of life;	MRQ	
W02 (D.W <del>6</del> <sub>6</sub> )	understands the meaning of verbal and non-verbal communication in the process of communicating with patients and the idea of trust in doctor-patient interactions;	MRQ	
W03 (D.W <del>7</del> <sub>7</sub> )	understands the psycho-social consequences of hospitalization and chronic disease	MRQ	
W04 (D.W <del>8</del> <sub>8</sub> )	understands the functioning of medical institutions and a social role of physician	MRQ	
U01 (D.U1.)	in the therapeutic process, takes into account the subjective needs and expectations resulting from patient`s socio-cultural background	MRQ	
U02 (D.U2.)	notices and properly reacts to signs of anti-health and auto destructive behavior	MRQ	
U03 (D.U3.)	is capable of choosing a therapy that minimizes social consequences for a patient	MRQ	
U04 (D.U4.)	can build the atmosphere of complete trust throughout the whole therapeutic process		Observation
U05 (D.U5.)	can carry out conversation with an adult patient, a child, family, applying the technique of active listening and empathy, and discuss with a patient his or her life situation		Observation

U06 (D.U7)	can inform a patient of the purpose, course and possible risk associated with the proposed diagnostic or therapeutic procedures and obtain the patient's informed consent		Observation
K01	know rules of group work		○
K02	actively participates in classes, behaves culturally		○
K03	Prepares for every class		○

EXAMPLES OF Methods verifying the achievement of the intended LEARNING outcomes:

**In terms of knowledge:** Oral exam (*non-standardized, standardized, traditional, problem-based*).

**Written exam** – the student produces/identifies answers (*essay, report; structured short-answer questions /SSQ/; multiple choice questions /MCQ/; multiple response questions /MRQ/; matching test; true/false test; open cloze test*).

**In terms of skills:** practical exam; Objective Structured Clinical Examination /OSCE/; Mini-CEX (mini – clinical examination); **completion of a given assignment**; project, presentation.

**In terms of social competences:**

A reflective essay; **an extended observation by a supervisor/tutor**; 360-degree assessment (feedback from teachers, peers, patients, other co-workers); self-assessment (portfolio included).

**Course content:** (use keywords referring to the content of each class following the intended learning outcomes):

Lectures:

- 1.
- 2.

Seminars:

I.

1. Introduction to the course and clinical communication
2. The patient perspective - patography
3. Close reading – selected narratives of sick people
4. Family perspective as a second-line patient

II. Selected communication skills: during physical examination

5. Clinical communication skills – Calgary Cambridge Guide
6. Active listening – clarification, paraphrasing questions, paraphrasing
7. Communication with the patient of aggressive behavior -UPSET protocol
8. Breaking the bad news – SPIKES protocol

III. Communication skills during emergency situation & team communication

9. Communication and building relationship in physical examination I ATMIST protocol – part I
10. Communication and building relationship in physical examination – part II/ SIMULATION
11. Effective communication in the team –SBAR/ CLOSED LOOP
12. Effective communication in the team –part II/ SIMULATION
13. REVIEW

Laboratory class:

- 1.
- 2.

Other (if any):

- 1.
- 2.

**Obligatory literature:**

1. Kurtz SM, Silvermann JD, Draper J (2005) Teaching and Learning Communication Skills in Medicine 2nd Edition.

2.

**Complementary literature:**

1. Handbook of Psychology, Volume 8, Clinical Psychology, 2nd Edition, Wiley 2012
2. Handbook of Psychology, Volume 9, Health Psychology, 2nd Edition, Wiley 2012

**Requirements for didactic aids (multimedia projector, movie camera, etc.)**

**Conditions for obtaining a credit for the subject:**

In order to complete the course students have to:

1. obey attendance and behavior policy;
2. pass final examination.

**The name and address of the department/clinic where the course is taught (module/course);  
contact details (phone number/ email address):**

Department of Didactics and Medical Simulation, Medical University of Lublin, phone: 81 448 59 30,  
www.imul.umlub.edu.pl, e-mail: student.csm@umlub.edu.pl

**Names of the author/authors of this syllabus:**

Aleksandra Rutkowska MA, PhD

**Names of the teacher/teachers conducting classes:**

Aleksandra Rutkowska MA, PhD

Magdalena Horodeńska MA, PhD

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**Signature of the head of the department/clinic**

**Dean's signature**

  
KIEROWNIK  
Zakładu Dydaktyki i Symulacji Medycznej  
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dr hab. n. med. Kamil Torres  
MBA, MSc Clin Edu

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