



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Il Paziente Difficile: Aspetti Relazionali nelle Professioni Sanitarie

1718-3-H4101D048

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#### Aims

The course aim is to develop interpersonal sensitivity in patient-doctor interaction, to develop selective attention to patient's personality differences

#### Contents

Emotions and problem-solving.

Psychological aspects in clinical reasoning; dyadic and group interactions;

The difficult patient: type, relation and planning

#### Detailed program

First lesson: Psychological aspects in clinical reasoning; dyadic and group interactions; the difficult patient: type, relation and planning

From second to fourth: experiential activity: video-corded role-playing with simulated patients (a case of anxiety, a defiant patient, a multiple setting).

## **Prerequisites**

Medical and Dental students at 3rd year and over; students of the Course in Nursing and Midwifery Sciences at 1st year and over and students of the Course in Nursing at 2nd year and over

## **Teaching form**

Frontal lessons and Experiential sessions

Role-play with standardized patients

Group discussion

## **Textbook and teaching resource**

Boris Luban Plozza, Il medico come terapia , l'alleanza con il paziente , Centro Scientifico Editore, Torino, 2001

## **Semester**

## **Assessment method**

Pre-post assessment with questionnaires

## **Office hours**

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