UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Communication Techniques

1920-2-H4101D254-H4101D172M

Aims

The aim of the course is to enable students to communicate properly with patients, following the recognized guidelines, with humanity and sensitivity, in the different situations and with different types of patients; students will learn how to manage patients' reactions to the disease and to regulate their own behavior and their emotional reactions in the professional interactions with patients and colleagues

Skills to be acquired (in particular through the activities carried out in small group):

to manage non-verbal communication, gestures and attitudes in interpersonal relationships;

to be able to regulate the emotions of the patient, of his relatives and of the clinician in the treatment process;

to formulate possible training and communication strategies to improve treatment compliance;

to communicate with patients and relatives taking into account the socio-cultural elements that characterize the relationships between people;

explaining the patient (real or simulated) preventive health contents effectively (smoking, alcohol, psychotropic substances, nutrition and other more common health problems)

Contents

Essential of medical interview; giving information effectively; Psychological and relational elements in the patient-doctor relationship; therapeutic alliance; communication skills; verbal and non verbal communication; disease-centred medicine and patient-centred medicine; Calgary Cambridge Model

Detailed program

General aspects

Doctor centered vrs Patient Centered Medicine

From “curing” to “caring”

psychological and relational components in the doctor-patient relationship;

building patient-doctor relationship: phases, strategies and techniques.

the concept of "therapeutic alliance": from psychotherapy to medicine.

From compliance to concordance: psychological aspects.

Psychological complexity of a medical interview and its value as an instrument of intervention and change

The placebo and the nocebo effect

Communication techniques

language and gestures

techniques of verbal communication

non-verbal communication and its techniques

Communication guidelines and protocols

the clinical conversation: the Calgary Cambridge Interview model

breaking bad news (the SPIKES protocol)

error disclosure (the CONES protocol) managing conflict and escalation (the HARD protocol) communication with children communication with a patient’s family

when communication fails: breakdowns and recovery strategies

Emotions

the role of emotions in communication and in the doctor / patient relationship

strategies and techniques of emotion regulation and self-regulation

wellness and clinical efficacy: focus on the doctor emotional health

the subjective dimension of illness perception and experience: patient’s emotional reaction

psychological response to illness and treatment

Cognitive and affective bias that condition clinical reasoning

Prerequisites

To be admitted to the exam of communication skills, hystory and patient-doctro in primary care, students must have received a positive score at the on-line english examination

Teaching form

Lectures, reflective activities in small groups, clinical cases., clinical conversations simulations, role-playing (es. prescribe insulin injections to a patient with needle phobia

Textbook and teaching resource

Communication Skills for Medicine, 4e Lloyd et al., Elsevier, 2018 (UK)

Silverman - Kurtz - Draper - Del Piccolo , Competenze per comunicare con i pazienti

2015., Piccin

R. Buckmann, La comunicazione della diagnosi. In caso di malattie gravi. 2003. Cortina Editore

J. Groopman 2008. Come pensano i dottori, Mondadori;

L. Sanders 2009; Ogni paziente racconta la sua storia, Einaudi;

Selected Articles on non-verbal communication and other issues

Semester

I term

Assessment method

Final assessment is aimed at measuring: knowledge, inductive and deductive reasoning abilities,problem solving ability. It includes discussion of problems, analysis of clinical cases, open conceptual questions, closed questions. The individual level of communicative competence is verified (without formal evaluation) during the exercises

Office hours

To make an appointment, please contact the teacher by e-mail:

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