

## COURSE SYLLABUS

### Communication and Relationships in Healthcare Settings

2021-2-F5104P042

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#### Learning area

2: Methods and techniques for treatment and rehabilitation

#### Learning objectives

##### *Knowledge and understanding*

- Development of relational and communication skills needed in the relationship with the patient
- Identify the appropriate communication modalities and challenges in the communication and relations with patients (children, adolescents, adults, elderly persons) with different clinical conditions
- Identify the appropriate communication modalities and challenges in the communication and relationship with patients belonging to different socio-cultural contexts

##### *Applying knowledge and understanding*

- Development of relational and communication skills needed in the relationship between the psychologist and the healthcare team
- Identify the appropriate communication modalities and challenges in the communication and relationship with other members of the healthcare team.

## **Contents**

The laboratory offers discussions, exercises and practical applications related to the work of the psychologist in the specific healthcare field with a particular focus on good communication practices and the care of the relationship with the patient and the healthcare team.

## **Detailed program**

The laboratory includes 8 modules lasting 3 hours.

Each module will deepen a topic and will consist of a theoretical part, a presentation of a clinical case and the related exercise.

Topics:

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STEP 2: Communication in pediatrics: accompanying the sick child and his family in diagnostic and treatment practices.

STEP 3: Communication in pediatrics: the complexity of working with the adolescent patient and his family.

STEP 4: Communication with patients from different cultural backgrounds: how many medicines?

STEP 5: Supporting couples in the paths of medically assisted procreation.

STEP 6: Informed consent: what is it? The drafting of the medical record and the relationship with the medical-health team.

STEP 7: The hospital institution: communication between operators.

STEP 8: Between body and psyche: the psychologist in the hospital.

## **Prerequisites**

A basic knowledge of the technique of the psychological interview and of the general laws of communication (verbal and non-verbal) is assumed. Please note that this laboratory is particularly suitable for those with basic knowledge concerning health psychology.

## **Teaching methods**

The laboratory is composed of exercises and classroom discussions based on the clinical cases presentation, moves and documentary watching concerning the health psychology field.

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- Review of medical records and discussion of cases in groups and with the teacher;
  - Role-playing and simulations of complex clinical situations and clinical interviews
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The discussed material will then be made available, as will the lesson slides.

The laboratory is in italian language.

During the COVID-19 emergency period, the teaching methods will be defined and updated on the basis of the University rules.

### **Assessment methods**

Oral exam that includes the discussion concerning the themes discussed during the laboratory.

### **Textbooks and Reading Materials**

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