UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Communication in Healthcare Settings

2122-2-F5104P017-F5104P017M

Learning area

METHODS AND TECHNIQUES FOR TREATMENT AND REHABILITATION

Learning objectives

Knowledge and understanding

? Acquisition of theoretical knowledge of communication and personal relationships in healthcare

? Understanding of the psychological, social and cultural variables involved in communication and interaction in healthcare

Applying knowledge and understanding

? Understanding of, and intervention on, communication and relational problems in healthcare settings

? Mastering of some psycho-educational techniques aimed at improving the quality of relationships and

communication in healthcare.

Ability to apply different intervention techniques necessary to improve the quality of relationships and communication healthcare

Contents

It will be described the most influential models of doctor/patient relationships and communication in healthcare will be discussed, taking in account the psychological and social variables involved.

Detailed program

- Communication and social interactions according to a psychodynamic and clinical perspective in different contexts and with patients of all ages
- Communication and relationship among healthcare staff
- E-health
- Media and health
- Campaigns for Health

Prerequisites

Nothing specific. A good knowledge of clinical psychology foundations would allow a deeper understanding of the themes discussed.

Teaching methods

Lessons will be held in presence, unless further COVID-19 related restrictions are imposed.

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Lectures, discussion of case studies; some documentaries and movies will also be presented and discussed, with the aim of analyzing in depth some issues and of reinforcing the student's interest for the topic.

Students' active participation is solicited in order to stimulate analytical and expository skills; therefore, interested students may write a short essay, by themselves cooperating with a a fellow student, and produce a Powerpoint presentation to be discussed with the class. Participation to optional activities contributes to final evaluation.

Assessment methods

A written test including 15 multiple choice questions and one open question. Questions concern the whole program and also papers published on e-learning

The open question consists in the discussion and analysis of a specific subject and it is aimed to the evaluation of analytical skills and of the ability to discuss critically the subject.

Oral examination is optional and is available only if the written test has been passed.

There will be a pre-appeal.

Textbooks and Reading Materials

Although this course is held in Italian, for Erasmus students, course material can also be available in English, and students can take the exam in English if they wish to do so

R.Milanese e S. Milanese 2015. Il tocco, il rimedio e la parola. Ponte delle Grazie

A book about one course specific issue will be indicated as soon as possible