UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Communication and Relationships in Healthcare Settings

2122-2-F5104P042

Learning area

Learning Area n.2: Models and techniques of intervention and rehabilitation

Learning objectives

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

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:

STEP 1: Introduction: The theme of PAIN.

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: Physical and psychological pain: psychological relational work in the care institution.

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

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

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

The practical exercises will specifically include:

- 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

The exercises will be supported by theoretical aspects and by the presentation of scientific articles aimed at directing and stimulating the student to develop the awareness and critical vision of the multiple modes of intervention in health psychology.

The discussed material will then be made available, as will the lesson slides.

The laboratory is in italian language.

Assessment methods

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

Textbooks and Reading Materials

Handout provided by the teacher with Articles, ideas and reflections discussed in class.
Detailed information about the teaching material will be published on the e-learning page associated with the course