UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Laboratorio: Psicologia Ospedaliera - Turno A

2425-2-F5107P025-TA

Learning area

Models and Techniques for assessing psychological functioning

Learning objectives

Knowledge and Understanding

? Learn the characteristics of effective and appropriate communication in the context of the relationship with the patient.
? Learn the characteristics of effective and appropriate communication in the context of relations with healthcare professionals (doctors, nurses, healthcare assistants, rehabilitation therapists, etc.) within a team working environment.
? Recognize the critical elements in communication and relations with different patients based on their life cycle stage, clinical condition, and sociocultural context, with attention to transcultural aspects.
? Deepen knowledge in specific areas of specialist communication within the hospital setting.

Ability to Apply Knowledge and Understanding

? Develop communication and relational skills useful for working with patients in the healthcare setting in general, and specifically in hospitals.
? Develop communication and relational skills useful for collaboration between the psychologist and the healthcare team.
? Develop specialized communication and relational methods in specific areas of organic disease based on life cycle stages.

Contents

• Introduction to hospital psychology and the role of the psychologist in healthcare settings.
• Communication and patient relationship: basic principles and advanced strategies.
• Communication with the healthcare team: interdisciplinary collaboration and conflict management.
• Specific communication aspects in certain clinical conditions (e.g., chronic illnesses, acute conditions, end-of-life situations).
• Elements of transcultural communication in hospital settings.
• Practical exercises and clinical case simulations.

Detailed program

• **Introduction to Hospital Psychology**: the role of the hospital psychologist, intervention models, integration with the healthcare team.
• **Communication with the Patient:** active listening techniques, empathy, managing patient anxiety, communicating diagnoses.
• **Communication with the Healthcare Team**: interdisciplinary collaboration, managing hospital dynamics, strategies to facilitate cooperation.
• **Managing Emotions in Hospital Settings**: emotional self-assessment, stress management, burnout, and coping strategies.
• **Psychology of Pain and Chronic Illnesses:** psychological support for patients with chronic pain, coping strategies.
• **Communication with Families**: managing the emotions of family members, strategies for supporting difficult news delivery.
• **Final Discussion and Case Study Presentations:** synthesis of learning, feedback on laboratory experiences.

Prerequisites

Basic knowledge of **clinical psychology** and **psychodiagnostics** is recommended.

Teaching methods

• **Lecture-based teaching** (frontal lessons): 8 hours
• **Interactive teaching** (discussions, simulations, group work, case analyses): 20 hours
• Fully in-person teaching

Assessment methods

The participation in 70% of the lessons is required. Students must submit a written report on a clinical case presented during class.
Evaluation Criteria:
• Clarity and appropriateness in describing communicative dynamics in hospital settings.
• Ability to apply effective communication strategies in simulated contexts.

• Critical reflection and analysis of clinical cases.

Textbooks and Reading Materials

Clerici, C. A., & Veneroni, L. (2024). La psicologia clinica in ospedale: Consulenza e modelli d’intervento. Milano: FrancoAngeli.

Additional materials will be published on the e-learning platform associated with the course.

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

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | QUALITY EDUCATION | REDUCED INEQUALITIES