UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Communication and Acceptance in The Diagnostic Process

2526-1-F5110P010

Learning area

Models and techniques for assessing psychological functioning

Learning objectives

Knowledge and Understanding (through theoretical lectures):

- Acquire principles related to communication in the diagnostic process
- Acquire principles related to acceptance in the diagnostic process
- Understand the terminology related to different models of diagnosis communication and its acceptance

Applied Knowledge and Understanding (through individual work, group work, and classroom activities):

- Applied understanding of principles related to communication in the diagnostic process
- Applied understanding of principles related to acceptance in the diagnostic process
- Applied understanding of terminology related to different models of diagnosis communication and its acceptance

Independent Judgment (through classroom activities)
The course fosters the development of critical and reflective thinking in the analysis of the diagnostic process, with particular attention to the communicative and relational dynamics between professional and patient. Through clinical case discussions, simulations, and guided readings, students acquire tools to independently evaluate the various factors that influence communication and the acceptance of the diagnosis.

Communication Skills (through group work)
The course aims to develop the ability to communicate clinical information clearly, empathetically, and ethically in professional clinical settings. Special emphasis is placed on active listening, emotion management, and the co-

construction of the meaning of the diagnosis, also through small-group exercises, role-play, and the analysis of real or simulated clinical dialogues.

Learning Skills
The course provides both theoretical and practical tools to promote autonomous learning and continuous professional development in the field of clinical communication. Students are encouraged to critically reflect on diagnostic communication models, to select relevant scientific sources, and to integrate interdisciplinary knowledge, including through the study of recent English-language articles.

Contents

Communication in the diagnostic process
Psychological/psychiatric diagnosis
Medical diagnosis
Acceptance in the diagnostic process

Detailed program

Introduction to the diagnostic process
Essential vs accessory symptoms
Key elements of effective communication
Relationship strategies
Examination of mental conditions
Diagnostic process and diagnosis communication
How to communicate the diagnosis? Communication techniques in the diagnostic process
Differences between diagnoses of physical and psychological/psychiatric pathologies
Diagnosis of mental problems, the example of suicidal risk
Defense mechanisms
Medical diagnosis and chronic pain
Communication models
Communicate the bad news
The main errors in the communication with the patient
Communication of the diagnosis of dementia
Health communication throughout the life cycle
Patient, Family, Caregiver
Coping and defenses
Communication of the diagnosis in different contexts (oncology, palliative care)
Death and dying
The story of the drug
Drug acceptance and drug resistance
Health and the right to health
Ethics and law in doctor-patient communication

Prerequisites

Knowledge of DSM-5-TR diagnostic criteria

Teaching methods

The teaching activity will be carried out face-to-face and in Italian (with the exception of single lessons given by external experts, which may be in English).
Lectures will alternate with group discussions of clinical material.
Clinical cases will be used through texts and videos.

Hours of teaching activity organized as frontal lessons: 50% of the total
Hours of teaching activities involving classroom discussions, presentation of cases, group work, exercises: 50% of the total

Type of teaching activity: lesson

Assessment methods

The exam will be carried out in presence. The exam consists of a written test with 30 multiple choice questions and two open questions. The test will focus on the entire program of the course. Students who pass the written test (minimum 18) will have access to an optional oral test.
The questions are aimed at ascertaining the effective acquisition of both theoretical knowledge and practical-clinical skills relating to the different models of communication and acceptance of the diagnosis.
The evaluation criteria are: the correctness of the answers and the mastery of the models and techniques learned during the course.

Erasmus students can contact the professor to agree on the possibility of studying on a bibliography in English and/or the possibility of performing the exam in English.

Textbooks and Reading Materials

Supplementary materials (slides, articles). The slides are essential for passing the exam. They will be uploaded online before each lesson.
Book(s):

Parts of the book: Bruno G. Bara, «Il corpo malato. L'intervento psicologico», Raffaello Cortina Editore, 2023.

One among the following (parts of one of these books):
Rita Charon , «Medicina narrativa. Onorare le storie dei pazienti», Raffaello Cortina Editore, 2019
Pompili M., «Il rischio di suicidio. Valutazione e gestione», Raffaello Cortina, 2022
Lingiardi V., Madeddu F., «I meccanismi di difesa. Teoria, valutazione, clinica», Raffaello Cortina Editore, 2023

Any other references can be given in class.

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING