



## Communication Skills Development Lab(oratory)

<b>1. IMPRINT</b>	
<b>Academic Year</b>	2023/2024
<b>Department</b>	Faculty of Dental Medicine
<b>Field of study</b>	English Dentistry Division
<b>Main scientific discipline</b> <i>(in accord with appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019)</i>	Medical sciences
<b>Study Profile</b> <i>(general academic / practical)</i>	General academic
<b>Level of studies</b> <i>(1<sup>st</sup> level / 2<sup>nd</sup> level / uniform MSc)</i>	Uniform MSc
<b>Form of studies</b>	Full time program
<b>Type of module / course</b> <i>(obligatory / non-compulsory)</i>	Obligatory
<b>Form of verification of learning outcomes</b> <i>(exam / completion)</i>	Completion
<b>Educational Unit / Educational Units</b> <i>(and address / addresses of unit / units)</i>	Department of Medical Communication, Litewska 16, room 207 02-575 Warszawa Phone: 22 116 92 70 <a href="http://www.skm.wum.edu.pl">www.skm.wum.edu.pl</a> skm@wum.edu.pl

<b>Head of Educational Unit / Heads of Educational Units</b>	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl
<b>Course coordinator</b> (title, First Name, Last Name, contact)	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl
<b>Person responsible for syllabus</b> (First name, Last Name and contact for the person to whom any objections concerning syllabus should be reported)	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl
<b>Teachers</b>	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl

<b>2. BASIC INFORMATION</b>			
<b>Year and semester of studies</b>	I year, summer semester	<b>Number of ECTS credits</b>	1.00
<b>FORMS OF CLASSES</b>		<b>Number of hours</b>	<b>ECTS credits calculation</b>
<b>Contacting hours with academic teacher</b>			
Lecture (L)			
Seminar (S)			
Classes (C)			
e-learning (e-L)		10	0.4
Practical classes (PC)			
Work placement (WP)			
<b>Unassisted student's work</b>			
Preparation for classes and completions		15	0.6

<b>3. COURSE OBJECTIVES</b>	
O1	Teaching about the aims of interpersonal communication and communication in medical practice
O2	Teaching about the methods improving communication in medical practice and honing the skills.
O3	Shaping the physician's attitude towards a patient based on respect, the right to autonomy, trust, and empathy

**4. STANDARDS OF LEARNING – DETAILED DESCRIPTION OF EFFECTS OF LEARNING** (concerns fields of study regulated by the Regulation of Minister of Science and Higher Education from 26 of July 2019; does not apply to other fields of study)

<b>Code and number of effect of learning in accordance with standards of learning</b> <i>(in accordance with appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019)</i>	<b>Effects in time</b>
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**Knowledge – Graduate\* knows and understands:**

D.W4.	the importance of verbal and non-verbal communication in the process of communicating with the patient and the concept of trust in the interaction with the patient
D.W11.	principles of motivating the patient to pro-health behavior and informing about unfavorable prognosis

**Skills– Graduate\* is able to:**

D.U1.	consider the patient's subjective needs and expectations resulting from socio-cultural conditions in the process of therapeutic treatment
D.U4.	build an atmosphere of trust during the entire diagnostic and treatment process
D.U6.	conduct a conversation with an adult patient, child and family members using the technique of active listening and expressing empathy

\* In appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019 „graduate”, not student is mentioned.

**5. ADDITIONAL EFFECTS OF LEARNING** (non-compulsory)

<b>Number of effect of learning</b>	<b>Effects of learning i time</b>
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**Knowledge – Graduate knows and understands:**

K1	the rules of communication in medical team
K2	communication skills useful when collecting an interview
K3	basic principles of team communication

**Skills– Graduate is able to:**

S1	
S2	

**Social Competencies – Graduate is ready for:**

SC1	establish and maintain a deep and respectful contact with the patient, as well as show understanding for worldview and cultural differences
SC2	promote pro-health behavior

<b>6. CLASSES</b>		
<b>Form of class</b>	<b>Class contents</b>	<b>Effects of Learning</b>
	<p>W1*– Functions of communication and the meaning of communication in medical practice. Introductory lecture informing about the function that communication plays, especially during the provision of medical services. Specific areas that are affected by effective communication are presented.</p> <p>W2*– Types of communication The ways of communicating, reacting to messages are discussed; the division into verbal and non-verbal communication is specified and their mutual influence on each other is described, as well as the consequences of inconsistencies between the messages coming from different types of communication.</p> <p>W3*– Ways of establishing contact with patients and building a doctor-patient relationship The way the relation is established has an impact on its further course. The lecture covers the topics of preparing the space and ourselves for the start of a patient consultation. The elements influencing the building of a relationship with the patient are indicated, attention is paid to the use of relationship-building skills in a conscious way.</p> <p>W4*– Methods of improving communication; communication errors. Presentation of methods improving communication - including structures and schemes. Discussion of communication errors, their consequences for the relationship with the interviewee and alternatives to less effective expressions.</p> <p>W5*– Conducting a medical interview. Presentation of the principles of collecting an interview with a patient - the structure of the interview, the scope of information to be obtained, methods of verifying and detailing information.</p> <p>W6*– Motivating patients to follow recommendations.</p> <p>W7*– Delivering bad news.</p>	

	<p>W8* – Team communication.</p> <p>Ways of communicating within a interdisciplinary team - communicating the scope of duties, conflicts in the team; establishing a treatment plan in the event of an emergency and during treatment in other circumstances.</p> <p>* Lecture available for a limited time on the e-learning platform (asynchronous)</p>	

## 7. LITERATURE

### Obligatory

### Supplementary

Brown J., Noble L.M., Papageorgiou A., Kidd J. (ed.), *Clinical communication in medicine*, Wiley Blackwell 2016.  
Maguire P., *Key communication skills and how to acquire them*, BMJ 2002;325:697.  
Silverman J., Kurtz S., Draper J., *Skills for Communicating with Patients*, CRC Press Taylor&Francis Group 2013.

## 8. VERIFYING THE EFFECT OF LEARNING

Code of the course effect of learning	Ways of verifying the effect of learning	Completion criterion
D.W4, D.W11, D.U1, D.U4, D.U6, K1, K2, W3, SC1, SC2	<p>Completing e-learning activities in accordance with the schedule provided in the e-classes.</p> <p>Submitting the assessment task, which consists in preparing a fragment of conversation with a patient in accordance with the instructions available on the e-learning platform, to the e-learning platform.</p>	<p>Obtaining at least 51% of points from activity on the e-learning platform.</p> <p>Obtaining at least 51% of points on the assessment task.</p>

## 9. ADDITIONAL INFORMATION *(information essential for the course instructor that are not included in the other part of the course syllabus e.g. if the course is related to scientific research, detailed description of, information about the Science Club)*

- The on-line lectures have been prepared taking into account the most up-to-date methodology and wide possibilities offered by the software - they are accessible, interactive and engaging the audience in various ways. The main focus is on practical aspects of communication with patients, with direct impact on the dentist-patient relationship.
- Due to the nature of the lectures (on-line, asynchronous) there is no excuse for not completing the material in the indicated time. The time given for submitting the assignment is not to be exceeded - please take this into account so that possible equipment failures or interruption of Internet access do not prevent you from completing the course.
- The person responsible for teaching the course in the given year: Antonina Doroszevska – antonina.doroszevska@wum.edu.pl  
In technical matters related to the implementation of the course, please write to: [skm@wum.edu.pl](mailto:skm@wum.edu.pl).

We invite you to participate in meetings and research work as part of the Medical Communication and Education Student Club at the Medical Communication Center of the Medical University of Warsaw; Student Club Supervisor Antonina Doroszevska, PhD; email: [antonina.doroszevska@wum.edu.pl](mailto:antonina.doroszevska@wum.edu.pl).

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**ATTENTION**

The final 10 minutes of the last class in the block/semester/year should be allocated to students' Survey of Evaluation of Classes and Academic Teachers.