



Communication Skills Development Lab(oratory)

1. IMPRINT	
Academic Year	2022/2023
Department	Faculty of Dental Medicine
Field of study/Subject	English Dentistry Division
Main scientific discipline <i>(in accord with appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019)</i>	Medical sciences
Study Profile <i>(general academic / practical)</i>	General academic
Level of studies <i>(1st level /2nd level/ uniform MSc)</i>	Uniform MSc
Form of studies	Full time program
Type of module / course <i>(obligatory / non-compulsory)</i>	Obligatory
Form of verification of learning outcomes <i>(exam / completion)</i>	Completion
Educational Unit(s) <i>(and its/their address(es))</i>	Department of Medical Communication, Litewska 16, room 207 02-575 Warszawa Phone: 22 116 92 70 www.skm.wum.edu.pl skm@wum.edu.pl

Head of the unit/s:	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl
Course coordinator (title, first and last name, method of contact)	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl
A person responsible for the syllabus (a person to which all comments to the syllabus should be reported)	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl
Teachers	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl

2. BASIC INFORMATION			
Study year and semester	1 th year, 1 th semester	Number of ECTS credits	1.00
FORM OF ACTIVITY		Number of hours	Amount of ECTS credits
Contact hours with an academic teacher			
Lecture (L)			
Seminar (S)			
Exercises (E)			
e-learning (e-L)		10 (lectures)	0,4
Practical classes (PC)			
Professional practice (PP)			
Student's independent work			
Preparation for classes/tasks for obtaining credit		15	0,6

3. EDUCATIONAL GOALS AND AIMS	
C1	Teaching about the aims of interpersonal communication and communication in medical practice
C2	Teaching about the methods improving communication in medical practice and honing the skills.
C3	Shaping the physician's attitude towards a patient based on respect, the right to autonomy, trust, and empathy

4. LEARNING OUTCOMES CORRESPONDING TO THE SUBJECT (applies to the regulated fields of study included in the Regulation of the Minister of Science and Higher Education of July 26th, 2019; not applicable to other fields)

<p>Symbol and learning outcomes number according to the standards of learning (in accordance with the annex to the Regulation of The Minister of Science and Higher Education of July 26th, 2019)</p>	<p>Effects in time</p>
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Knowledge – a graduate* has the knowledge and understanding of:

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 – a 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 the appendices to the Ordinance of the Minister of Science and Higher Education of July 26th, 2019, there is a mention of a "graduate" and not a student

5. OTHER LEARNING OUTCOMES (optional)

<p>Symbol of course learning outcomes</p>	<p>Description of course learning outcomes</p>
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Knowledge – a graduate has the knowledge and understanding of:

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

Skills – a graduate is able to:

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Social skills – a graduate is prepared to:

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

6. METHODS OF VERIFICATION OF LEARNING OUTCOMES		
Form of activity	Subject topics and educational content	Learning outcomes
E-learning lecture	<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>	K1
	<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>	D.W4
	<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>	D.U1, SC1
	<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>	D.U4, D.U6
	<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>	K2
	<p>W6*– Motivating patients to follow recommendations.</p>	D.W11, SC2
	<p>W7*– Delivering bad news.</p>	D.W11
	<p>W8*– Team communication. 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>	K3
	* Lecture available for a limited time on the e-learning platform (asynchronous)	

7. LITERATURE
Obligatory

1. Silverman J., Kurtz S., Draper J., *Skills for Communicating with Patients*, CRC Press Taylor&Francis Group 2013.

Supplementary

1. Brown J., Noble L.M., Papageorgiou A., Kidd J. (ed.), *Clinical communication in medicine*, Wiley Blackwell 2016.
2. Maguire P., *Key communication skills and how to acquire them*, BMJ 2002;325:697.

8. METHODS OF VERIFICATION OF LEARNING OUTCOMES

Learning outcome corresponding to the subject (symbol)	Methods of verification of a learning outcome	Credit receiving criteria
D.W4, D.W11, D.U1, D.U4, D.U6, K1, K2, W3, SC1, SC2	Completing e-learning activities in accordance with the schedule provided in the e-classes.	Obtaining at least 51% of points from activity on the e-learning platform.
	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.	Obtaining at least 51% of points on the assessment task.

9. ADDITIONAL INFORMATION

1. 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.
2. 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.
3. 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_e-learning@wum.edu.pl.
2. 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
5. We invite you to use the server of the Medical Communication Department on the Discord communicator in order to contact department staff and other students interested in the subject of communication and medical education. The server is used to discuss substantive issues and expand your knowledge in the field of medical communication. This platform is not intended for consulting organizational and administrative matters. Server access link: <https://discord.gg/PFzwkRakX8>

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