Załącznik nr 5 do zarządzenia nr 189/2025

COURSE SPECIFICATION

Course code: 0912.7.LEK.B.CPF

Course title in Polish: Komunikacja z pacjentem i jego rodziną
Course title in English: Communication with the patient and his family

1. Placement of the course within the study programme

1.1. Field of study	Medicine
1.2. Mode of study	Full-time
1.3. Level of study	Uniform Master's study
1.4. Profile of study	General academic
1.5. Course specification author	
1.6. Contact	

2. Generał characteristics of the course

2.1. Language of instruction	English
2.2. Entry requirements	-

3. Detailed characteristics of the course

3.1. Type of classes	Lecture- 20h, Classes- 10 h
3.2. Place of course delivery	Traditional classes in the didactic room of JKU
3.3. Form of assessment	Credit with grade
3.4. Teaching methods	Informative lecture, classes in Medical Simulation Centre
3.5.a. Basic reading list	Red. Doroszewski J., Kulus M., Markowski, A., *Porozumienie z pacjentem. Relacje i komunikacja.* Warszawa 2014
3.5.b. Supplementary reading list	Nowina Konopka M., Komunikacja lekarz – pacjent. Teoria i praktyka, Kraków 2016

4. Objectives, content and learning outcomes

4.1. Course objectives (taking into account the form of classes)

- **CO1.** Developing the skills of effective communication, improving the skills of self-presentation and building positive relationships

4.2. Course content (taking into count the form of classes)

Lectures:

1. Types of personality and communication.
2. Diagrams of the communication process. Communication styles. Barriers in interpersonal communication.
3. Negotiations. Negotiation techniques. Mediation and arbitration

Classes:

1. Nonverbal communication
2. The art of convincing speaking. Persuasion.
3. Communicating in conflict states. Methods of constructive conflict resolution.

4.3. Course learning outcomes

Course learning outcomes (code)	Upon completion of the course, the student	Alignment with programme learning outcomes
	in the area of knowledge knows and understands:	
W01	The specifics and role of verbal communication (conscious construction of messages) and non-verbal communication (e.g., facial expressions, gestures, managing silence and space);	D.W7.
W02	The role of the patient's family in the illness process (disease recognition, adaptation to illness, healing) and ways of coping in difficult situations (progression of illness, dying process, grief);	D.W11.
	in the area of skills knows how to:	
U01	Appropriately use open-ended questions, closed questions, paraphrasing, clarification, internal and final summaries, signaling, and active listening in various situations.For instance, detecting and recognizing signals sent by the interlocutor, using verbal and non-verbal techniques) and facilitation (encouraging the interlocutor to speak);	D.U10.
U02	Adapt verbal communication to the needs of the patient, expressing oneself clearly and avoiding medical jargon;	D.U11.
U03	Recognize and analyze difficult situations and challenges related to communication, including crying, strong emotions, fear, interrupting speech, sensitive and troublesome issues, silence, withdrawal, aggressive and demanding behaviors, and deal with them constructively;	D.U12.
U04	Establish contact with the patient and the person accompanying the patient that aids in building a proper relationship (e.g., the 4 Habits Model: Invest in the beginning, Demonstrate empathy, Elicit the patient's perspective, Invest in the end);	D.U13.
U05	View the situation from the patient's perspective, creating an appropriate context for conversation and using elicitation methods, and then incorporate it into constructing verbal messages;	D.U14.
	in the area of social competences is able to:	
K01	Do what is right for the patient;	K.S2.
K02	Respect medical confidentiality and patient's rights;	K.S3.
K03	Take actions concerning the patient on the basis of ethical principles, being aware of social conditions and restrictions resulting from illness;	K.S4.
K04	Promote healthy lifestyle;	K.S6.
K05	Use reliable information sources;	K.S7.

4.4. Assessment methods for learning outcomes

Assessment method (+/-)

Course learning outcomes (code)	Oral/written/ practical examinaion /other (specify)*	Test*	Project*	In-class activity*	Independent study*	Group work*	Other Observation

Type of classes

1: / 2:	L	PC	...	L	PC	...	L	PC	...	L	PC	...	L	PC	...	L	PC	...	L	PC	...
W01																					
W02																					
U01																					
U02																					
U03																					
U04																					
U05																					
K01-K05																					

Annotation. 1: form of classes; 2: learning outcomes

4.5. Assessment criteria for learning outcomes

Type of classes:

LECTURE (L) (including classes conducted with the use of distance learning methods and techniques)

Grade	Assessment criteria
3,0	Test – 61- 68% Mastering program content at the elementary level
3,5	Test – 69- 76% Student mastered the majority of program content at a satisfactory level
4,0	Test – 77- 84% Mastering the content of the program at a satisfactory level, systematized answers. Problem solving in typical situations.
4,5	Test – 85- 92% The scope of the presented knowledge goes beyond the basic level based on the supplementary reference literature. Solving problems in new and complex situations.
5,0	Test – 93- 100% The scope of the presented knowledge goes beyond the basic level based on independently acquired scientific sources of information.

Type of classes:

CLASSES (C) (including classes conducted with the use of distance learning methods and techniques)

Grade	Assessment criteria
3,0	Test – 61- 68% Mastering program content at the elementary level
3,5	Test – 69- 76% Student mastered the majority of program content at a satisfactory level
4,0	Test – 77- 84% Mastering the content of the program at a satisfactory level, systematized answers. Problem solving in typical situations.
4,5	Test – 85- 92% The scope of the presented knowledge goes beyond the basic level based on the supplementary reference literature. Solving problems in new and complex situations.
5,0	Test – 93- 100% The scope of the presented knowledge goes beyond the basic level based on independently acquired scientific sources of information.

5. ECTS credit allocation – student workload

Category	Student workload (full-time mode)	Student workload (part-time mode)
NUMBER OF HOURS WITH THE DIRECT PARTICIPATION OF THE TEACHER (CONTACT HOURS)	**30**	
Participation in lectures*	20	
Participation in seminars/laboratories*	10	
Other (specify) e.g. classes conducted with the use of distance learning methods and techniques*		
INDEPENDENT STUDY (NON-CONTACT HOURS)	**20**	
Preparation for lectures*	15	
Preparation for seminars/laboratories*	5	
Preparation for examination/test*		
Gathering materials for project, online research*		
Preparation of a multimedia presentation*		
Other (specify)*		
TOTAL HOURS	**50**	
ECTS CREDITS for the course	**2**	

*** delete as appropriate**

Approved for implementation (date and legible signatures of course instructors in the given academic year):

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