



## UNIVERSITÀ DI PISA

### SEMINARIO: PATIENT-ORIENTED COMMUNICATION SKILLS IN NURSE EDUCATION

#### GIOVANNA SPATARO

|                 |                                       |
|-----------------|---------------------------------------|
| Anno accademico | 2020/21                               |
| CdS             | SCIENZE INFERMIERISTICHE E OSTETRICHE |
| Codice          | 1261Z                                 |
| CFU             | 3                                     |

| Moduli  | Settore/i | Tipo     | Ore | Docente/i        |
|---|-----------|----------|-----|------------------|
| SEMINARIO: PATIENT-ORIENTED COMMUNICATION SKILLS IN NURSE EDUCATION | NN        | SEMINARI | 24  | GIOVANNA SPATARO |

#### Obiettivi di apprendimento

##### *Conoscenze*

The aim of this Clinical Communication workshop is to help nursing students develop both their patient-oriented communication skills and their knowledge of Scientific English. Students will learn to handle all the communicative strategies and incorporate principles of effective clinical communication using a variety of techniques to interact with and convey information to patients, peers (intraprofessional), other health care providers (interprofessional), and communities of interest to improve health outcomes.

##### *Modalità di verifica delle conoscenze*

Ongoing assessment to monitor academic progress will be carried out in the form of scenarios, role-plays and mock tests.

##### *Capacità*

At the end of the Course students will be able:

- To communicate effectively with patients, colleagues (intraprofessional), and other health professionals (interprofessional) through proficient use of listening, verbal, non-verbal, and written skills as well as through demonstrating literacy in information management.
- To integrate principles of altruism, ethical decision-making, cultural diversity, and caring in the delivery of health services to patients.
- To practice Scientific English Vocabulary
- To be able to use a range of communication skills and strategies



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- To be able to use verbal, non-verbal, and meta- communication.
- To be able to address communication within cross-cultural awareness.
- To promote well-being and personal safety.
- To receive assessment of clinical communicative abilities.

### *Modalità di verifica delle capacità*

Students will be invited to record the responses in a Professional Portfolio covering all the topics of the course.

### *Comportamenti*

Students will be able to achieve a self-awareness of their own communicative skills and an awareness of the communicative skills of all the stakeholders of the medical environment.

### *Modalità di verifica dei comportamenti*

The entries of the Professional Portfolio will be edited and shared in class for further evaluation.

### *Prerequisiti (conoscenze iniziali)*

Students should have a B1 Level Proficiency especially in the listening and speaking.

### *Indicazioni metodologiche*

- lectures, with visual aids, such as powerpoints/videos, etc.
- group- work and pair-work
- plenary debates

### *Programma (contenuti dell'insegnamento)*

1. Introduction to Clinical Communication Skills
2. Building the Nurse-patient relationship
3. Assertiveness
4. Therapeutic Relationship
5. Communicating with challenging patients
6. Dealing with Breaking Bad News
7. The importance of cross-cultural awareness
8. Metaphorical conceptualizations of the Nurse Profession.

### *Bibliografia e materiale didattico*

Material (booklet, videos and ppts) provided by the teacher.



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### Modalità d'esame

Final Multiple Choice Test and evaluation of the Professional Portfolio.

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