



UNIVERSITÀ DI PISA

SEMINARIO: PATIENT-ORIENTED COMMUNICATION SKILLS IN NURSE EDUCATION

GIOVANNA SPATARO

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| Academic year | 2019/20 |
| Course | SCIENZE INFERMIERISTICHE E OSTETRICHE |
| Code | 1261Z |
| Credits | 3 |

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|---|------|----------|-------|------------------|
| Modules | Area | Type | Hours | Teacher(s) |
| 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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