



Sveučilište u Rijeci • Fakultet dentalne medicine
University of Rijeka • Faculty of Dental Medicine

Course: PSYCHOLOGICAL MEDICINE

Course Coordinator: prof. Mirjana Graovac, MD, PhD

Course Collaborators: Ass. Professor Ana Kaštelan, MD, PhD; Sanja Brozan, MD

Department: PSYCHIATRY AND PSYCHOLOGICAL MEDICINE

Study program: Integrated Undergraduate and Graduate University Study of Dental Medicine

Study year: 2th

Academic year: 2021/22

SYLLABUS

Course description (a brief description of the course, general instructions, where and in what form the lessons are organized, necessary equipment, instructions for attendance and preparation for classes, student obligations, etc.):

The course PSYCHOLOGICAL MEDICINE is an obligatory course in the second year of the Integrated Undergraduate and Graduate University Study of Dental Medicine and consists of 15 hours of lectures, 20 hours of exercises and 5 hours of seminars. The course is conducted in the premises of the Clinic for Psychiatry of the Clinical Hospital Center Rijeka.

In the first part, the objective of the course unit is to learn the basics of communication, its meaning, importance, and influence of communication models on relationships between medical staff and patients as well as between medical team members. Students should know the characteristics of successful communication in situations specific to the field.

The course unit will introduce students to psychosocial approach to human development that emphasizes interaction among the biological, psychological, and societal systems. As a result of maturation and change in each of these systems, individuals' beliefs about themselves and their relationships are modified. Although each life story is unique, we can identify important common patterns, allowing us to anticipate the future and to understand one another.

The further objective of the course is to teach the student the psychological characteristics of relationship between medical personnel and the patients, the transference phenomena in both sides and the relationship toward the illness. Learning about these processes enable better understanding of psychological needs and behavioral patterns that is seen in patients.

This enables the understanding of personal reactions toward the patients, the illness, or a specific situation.

Expected course learning outcomes

Upon completing the course students will be able to:

- understand and describe the basic ways of human communication, communication channels and communication styles
- explain phenomena of communication in groups, in health care and teamwork
- explain the main theories of human development
- understand and describe psychosocial approach to human development
- explain and differentiate stages of development, developmental tasks, radius of significant relationships

Assigned reading:

- Young LB, O'Toole C, & Wolf B. Communication skills for dental health care providers. Hanover Park, IL: Quintessence Publishing, 2015.
- Newman BM, Newman PR. Development Through Life: A psychosocial Approach. Boston: Cengage Learning, 2017.

Optional/additional reading:

Selected professional and/or scientific papers recommended by tutors

COURSE TEACHING PLAN:

The list of lectures (with topics and descriptions):

List of lectures (with titles and description):

Lecture 1: Introduction to Communication: Communication as Interaction

Learning Outcome: name the most important theories of communication and explain with critical review the importance of communication in everyday and professional life.

Lecture 2: Verbal communication

Learning Outcome: explain, describe and distinguish the components of verbal communication. Rephrase incongruent verbal written and spoken message.

Lecture 3: Observation of persons

Learning Outcome: explain, describe and distinguish the components of nonverbal communication. Compare verbal and nonverbal communication. Properly identify and name signs of nonverbal communication in adults. The student will recognize and become aware of their own and nonverbal cues of others in communication.

Lecture 4: Attitudes and prosocial behavior

Learning Outcome: explain and describe the concepts of attitudes, prejudices, empathy and prosocial behavior. Describe and explain the factors that affect these terms. Explain the importance of attitudes, prejudices, empathy and prosocial behavior in health care.

Lecture 5, 6, 7: Personality Development

Learning outcomes: The student will be able to describe the developmental stages of personality from birth to the late adulthood. They will be able to specify individual phases of human development as well as environmental factors that are important for the formation of the world of internal objects (dyadic relationship with the mother, triangulation in the Oedipal phase). The student will be able to interpret and analyze the behavior of patients with a developmental link.

Lecture 8: The Sick and Illness

Learning outcomes: By adopting the material of this teaching unit, the student will be sensitized to the emotional state of the patient and will be able to recognize emotional reactions to physical illness. The student will be able to argue the importance of parents staying with children during their interventions in dental medicine.

Lecture 9: Patient / doctor relationship and vice versa

Learning Outcomes: The student will be able to recognize patient transfer and analyze it, with assistance. The student will be sensitized to the existence of their own emotional reactions in contact with the patient and will gain knowledge on how to recognize them. The student will be able to argue personal in relation to general countertransference.

Lecture 10: Group communication and teamwork

Learning Outcome: Explain, describe and distinguish the components of teamwork. Distinguish successful from unsuccessful communication and analyze the factors that lead to successful communication between people. Verbally analyze and articulate one's own barriers in communication with the individual and the group.

Lecture 11: Communication in health care

Learning Outcome: Explain, describe and distinguish the specifics of communication in health care.

Lecture 12: Communication in the dental waiting room

Learning Outcome: The student will be able to understand and describe specific situation when the patient is in the waiting room in front of dentist ordination.

Lecture 13: Communication in the dental office:

Learning Outcome: The student will be able to understand and describe specific situation with the dentist and the dental office, explain ways to overcome fear and design techniques and ways to deal with fear.

Lecture 14: Child and dental chair:

Learning Outcome: The student will be able to understand and describe specific situation with the dentist and the dental office, explain ways to overcome fear and design techniques and ways to deal with fear when the patient is a child.

Lecture 15: Ethics in dental health communication

Learning Outcome: explain and argue ethics in health communication; recognize ethical and unethical verbal message, distinguish confidential and sensitive patient information.

The list of seminars with descriptions:

S1: Mental mechanisms (anxiety, defence mechanisms, dissociation, aggression, depression)

Goals:

- to know the sources, mechanisms, and presentation of anxiety
- to know the most common defence mechanisms patient use (Projection, regression, negation, denial, idealization)
- to know the mechanisms of dissociative reactions
- to identify the basic features and purpose of depression and aggression

Outcomes and competences:

- to recognize anxiety in the patient, and the ways of overcoming it
- to identify defence patterns in patient

S2: Mental trauma and stress:

Goals:

- to know the stress response mechanism
- to understand the characteristics of stressors and their significance for the development of normal and pathological reactions

Outcomes and competences:

- to recognize the influence of stress in developing and maintaining a disease

S3: Pain

Goals:

- to know the mechanisms that affect the subjective experience of pain

Outcomes and competences:

- Identify the influence of objective and subjective in experience of pain

S4: Communication doctor-patient, empathy

Goals:

- to know the communication patterns between the medical staff and patients.
- to identify the styles of communication and communication channels

Outcomes and competences:

- to recognize the importance of communication between doctors and patients

S5: Medical team

Goals:

- to know the features of a functional and dysfunctional team
- to know the importance of teamwork in medicine

Outcomes and competences:

- to identify the features of functional and dysfunctional teams

The list of practicals with descriptions:

Exercise 1.: Communication as interaction

Goals:

- to point out the importance of communication

Outcomes and competences:

- to name the most important theories of communication
- to explain the importance of communication in everyday and professional life

Exercise 2: Verbal communication

Goals:

- to point out the components of verbal communication, communication styles
- to rephrase incongruent verbal written and spoken message

Outcomes and competences:

- to understand levels of verbal communication through the functions of speech
- to explain connotative and denotative meaning
- to explain communication channels and communication messages

Exercises 3: Observation of persons

Goals:

- to point out the importance of non-verbal communication, non-verbal signs
- to compare verbal and non-verbal communication and how they complement each other
- to recognize non-verbal and verbal signals in others and himself/herself
- to check his/her own nonverbal cues

Outcomes and competences:

- to describe and distinguish the components of nonverbal communication
- to compare verbal and nonverbal communication
- to identify and name signs of nonverbal communication in adults
- to recognize and become aware of their own and nonverbal cues of others in communication

Exercise 4: Attitudes and prosocial behavior

Goals:

- to point out attitudes, empathy and prosocial behavior
- to name the factors that influence the development of attitudes
- to understand their impact on relationships and the perception of others
- to explain the factors that influence this in health care work

Outcomes and competences:

- to describe the concepts of attitudes, prejudices, empathy and prosocial behavior
- to explain the importance of attitudes, prejudices, empathy and prosocial behavior in health care

Exercises: 5, 6: Group communication and teamwork

Goals:

- to point out the importance of communication in groups and teamwork
- to identify types of communication within a team or group
- to understand the relationship between the individual and the team
- to understand different types of teams with respect to team relationships (team - crowd, team - mass, team – group)

Outcomes and competences:

- to explain, describe and distinguish the components of teamwork
- to distinguish successful from unsuccessful communication
- to articulate and share one's own barriers in communication with the individual and the group

Exercises 7: Communication in health care

Goals:

- to point out the importance of communication in health care as well as the specifics of communication in health care

- to explain the impact of communication on patient satisfaction

Outcomes and competences:

- to explain, describe and distinguish the specifics of communication in health care
- to point out the importance of application of communication skills to establish positive social interaction in the health institution

Exercises 8: Communication in the dental waiting room

Goals:

- to explain the feelings and behavior when going to the dentist
- to understand the theories and acquisition of fear and use adequate forms of communication in the waiting room

Outcomes and competences:

- to understand and describe specific situation when the patient is in the waiting room in front of dentist ordination
- to practice anxiety reduction exercises

Exercises 9: Communication in the dental office

Goals:

- to explain and understand feelings and behavior in dealing with the dentist and the dental office
- to define and explain ways to overcome fear and design techniques and ways to deal with fear

Outcomes and competences:

- to understand and describe specific situation with the dentist and the dental office
- to define and explain ways to overcome fear and design techniques and ways to deal with fear

Exercises 10: Child and dental chair

Goals:

- to explain and understand the feelings and behavior of the child in the dental office related to the specifics of developmental age
- to devise techniques and ways of working with children according to developmental stage

Outcomes and competences:

- to understand and describe specific situation with the dentist and the dental office
- to explain ways to overcome fear and design techniques and ways to deal with fear when the patient is a child according to developmental stage

Students' obligations:

Regular attendance, preparing assignments for **seminars and practicals**.

Exam (exam taking, detailed exam description of the oral/written/practical part, point distribution, grading criteria):

Student assessment is carried out according to the current Regulations on Studies of the University of Rijeka

Student grading will be conducted according to the Ordinance on Student Grading at the Faculty of Dental Medicine in Rijeka. Students' work will be evaluated through course activity and on the final exam. Students may achieve up to 50% of the grade during the course and 50% at the final exam.

Final exam is an ORAL EXAM worth 50 credits. Sufficient - 25 credits. ORAL EXAM it consists of 5 questions related to the course topics, and each answer is graded from 0 to 10 credits. Students that have not been present on more than 30% of course units are not allowed to take the final exam.

The overall grade is combined from midterm credits and final exam credits which add up to a maximum of 100 credits.

90-100 credits ...excellent (5) A; 90-100%

75-89,9 credits ...very good (4) B; 75-89,9%

60-74,9 credits ...good (3)C;60-74,9%

50-59,9 credits ...sufficient (2) D; 50-59,9%
 0-49,9 credits...insufficient (1) F; 0-49,9%

COURSE SCHEDULE (for the academic year 2021/2022)

Date	Lectures (time and place)	Seminars (time and place)	Practicals (time and place)	Instructor
02.11.2021 Tuesday	L 1,2,3 (10-12,15)			prof. Mirjana Graovac, MD, PhD
			P 1,2,3 (13-17,30) Group I Group II	Ass. Professor Ana Kaštelan, MD, PhD prof. Mirjana Graovac, MD, PhD
03.11.2021 Wednesday	L 4,5 (10-11,30)			prof. Mirjana Graovac, MD, PhD
			P 4,5,6 (12-16,30) Group I Group II	Ass. Professor Ana Kaštelan, MD, PhD prof. Mirjana Graovac, MD, PhD
		S 1,2 (15-18)		Ass. Professor Ana Kaštelan, MD, PhD
04.11.2021. Thursday		S 3 (8-9,30)		Ass. Professor Ana Kaštelan, MD, PhD
	L 6,7,8,9 (10-13)			prof. Mirjana Graovac, MD, PhD
05.11.2021. Friday	L 10,11,12,13,14,15 (13-17,45)			prof. Mirjana Graovac, MD, PhD
08.11.2021. Monday		S 4,5 (8-11)		Ass. Professor Ana Kaštelan, MD, PhD
			P 7,8 (12-15,30) Group I Group II	prof. Mirjana Graovac, MD, PhD Ass. Professor Ana Kaštelan, MD, PhD
09.11.2021. Tuesday			P 9,10 (8-11,15) Group I Group II	prof. Mirjana Graovac, MD, PhD Ass. Professor Ana Kaštelan, MD, PhD

List of lectures, seminars and practicals:

	LECTURES (Topics)	Teaching hours	Location/Lecture room
L 1	Introduction to Communication: Communication as Interaction	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka/online
L 2	Verbal communication	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka/online
L 3	Observation of persons	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka/online
L 4	Attitudes and prosocial behavior	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka/online
L 5-7	Personality Development	3	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
L 8	The Sick and Illness	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
L 9	Patient / doctor relationship and vice versa	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
L 10	Group communication and teamwork	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
L 11	Communication in health care	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
L 12	Communication in the dental waiting room	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
L 13	Communication in the dental office:	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
L 14	Child and dental chair	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
L 15	Ethics in dental health communication	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
	TOTAL TEACHING HOURS	15	

	SEMINARS (Topics)	Teaching hours	Location/Lecture room
S1	Mental mechanisms (anxiety, defence mechanisms, dissociation, aggression, depression)	1	Clinic for Psychiatry of the Clinical

			Hospital Center Rijeka
S2	Mental trauma and stress	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
S 3	Pain	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
S 4	Communication doctor-patient, empathy	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
S 5	Medical team	1	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
TOTAL TEACHING HOURS		5	

	PRACTICALS (Topics)	Teaching hours	Location/Lecture room
P1	Communication as interaction	2	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
P2	Verbal communication	2	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
P3	Observation of persons	2	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
P4	Attitudes and prosocial behavior	2	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
P5, P6	Group communication and teamwork	4	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
P7	Communication in health care	2	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
P8	Communication in the dental waiting room	2	Clinic for Psychiatry of the Clinical

			Hospital Center Rijeka
P9	Communication in the dental office	2	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
P10	Child and dental chair	2	Clinic for Psychiatry of the Clinical Hospital Center Rijeka
	TOTAL TEACHING HOURS	20	

	FINAL EXAM DATES
1.	09.11.2021.
2.	23.11.2021.
3.	7.12.2021.