	UNIVERSITY OF BANJA LUKA **FACULTY OF MEDICINE**	
	UNDERGRADUATE STUDIES	
	Study Programme of:	**NURSING**

Course Unit Name	**COMMUNICATION IN HEALTH CARE**			
Course Unit Code	**Course Unit Status**	**Semester**	**Class Workload**	**Number of ECTS**
	compulsory	I	1 L + 1 DRP + 2 CP (60) + 80 PT	8
Members of Staff:	Nataša Pilipović-Broćeta, PhD, Associate Professor, family medicine specialist; Suzana Savić, PhD, Associate Professor, family medicine specialist; Brankica Marković, MD, Junior teaching assistant, family medicine specialist			

Eligibility Requirements:	**Form of Requirements**
None	

Goals of the Course Unit:

Introducing students to the basic principles, types and forms of communication in health care and training for effective and efficient communication with patients and their family members.

Learning Outcomes (knowledge gained):

After attending classes and passing the final exam, students will be able to do the following: define communication, explain the concept, types, goals and principles of communication; recognize and demonstrate basic non-verbal and paraverbal messages; demonstrate empathy-building skills; adapt communication and interpret the specifics of communication with persons with limited communication abilities, children, adolescents and the elderly; use the correct technique of communication with disabled persons, mentally ill and seriously ill persons; prepare and perform a presentation on a given topic in the field of nursing; identify and choose an appropriate leadership style in the team.

Competencies:

1, 2, 3, 6, 7, 8 (see the enclosure Competencies).

Contents of the Course Unit:

Introduction to Communication: definition and concept of communication, types, goals, and principles of communication. Verbal communication. Non-verbal communication. Empathy and the significance of empathy in communicating with patients and their families. Communication culture. Barriers to communication. Specificities of communication in health care (individuals with limited communication abilities). Communication with particularly sensitive groups (children, adolescents, and the elderly). Difficult patient. Communication with patients with mental disorder. Presentation skills. Communication in healthcare team/family medicine team and leadership styles. Communication with community members. Communication in a crisis situation. Ethical aspects of communication.

Teaching Methods:

Classes are performed as lectures, interactive exercises, seminars, midterms, consultation and independent students' work. The practicals will be conducted in the simulation centre, Community Health Centre (CHC) and different clinics of the University Clinical Centre of the Republic of Srpska. Professional training (PT) will be conducted throughout the academic year in the Community Health Centre (CHC) and various hospital units.

Literature:

1. lecture handouts
2. Bach S, Grant A. Communication and interpersonal skills for nurses. Exeter: Learning Matters Ltd, 2009.
3. Kumar V, Sarkhel S. Clinical practice guidelines on breaking bad news. Indian J Psychiatry 2023;65:238-44.

Examination forms:

Pre-Exam Duties		Final Exam		Total Points
Attendance	**5**	**Oral/written exam**	**50**	**100**
Midterms	**40**			
Seminar paper	**5**			

Note for the Course Unit:

As part of this course unit, the student will have completed a professional training (PT) with a total duration of 80 hours (over 10 days). The student is required to present a signed record of the completed PT for review.

Syllabus Designer: Nataša Pilipović-Broćeta, PhD, Associate Professor