

Doctor-Patient Relationship (20414)

Qualification/course: Bachelor's Degree in Medicine

Year: 2

Term: 3

Number of ECTS credits: 5

Number of study hours:

5 ECTS credits per year: 5 x 25 h= **125 h:**

- Theory classes: **20 h**

- Seminars: **20 h**

- Individual work: **85 h**

Face-to-face activity: 32% = **40 h**

Virtual activity: 68% = **85 h**

Course Language(s):

Lecturers: Josep-E. Baños (UPF), Antoni Bulbena (UAB), Marta Torrens (UAB) and Mireia Valero (UPF)

1. Presentation of the course

Goals

1. To provide the basic skills to allow effective and natural communication with patients.
2. To learn how to face situations where communication is difficult during the visit.
3. To recognise the needs of the patients during the diagnostic and therapeutic process.
4. To acquire the knowledge that allows one to apply the main bioethical principles to one's professional relationship with the patients.
5. To acquire sufficient knowledge to communicate effectively in a professional environment.

2. Competences to be achieved

1. Knowledge of the legal foundations to medical practice.
2. Knowledge of the nature of informed consent.
3. Learn how to uphold the confidentiality principle
4. Apply the personal professional values of excellence, altruism, sense of duty, responsibility, integrity and honesty when practising medicine.

5. Recognise the need to maintain professional competence.
6. Know how to practice one's profession respecting the independence of the patient, their beliefs and their culture.
7. Knowledge of aspects of communication with patients, family members and their social environment.
8. Knowledge of the features of a clinical relationship (interview, verbal communication, non-verbal communication and interference).
9. Learn how to give bad news, prognoses and therapeutic advice.
10. Knowledge of aspects of communication in public, in writing and orally, as scientific documents and/or professional reports.

3. Content

The programme takes place over 10 weeks during the third term, with 20 theory classes and 10 seminars.

Theory classes

Topic 1. Introduction to the theory of communication (I) *S. Serrano (UB)*

The importance of communicative competence.

Topic 2. Introduction to the theory of communication (I) *S. Serrano (UB)*

The importance of communicative competence.

Topic 3. The doctor-patient relationship in a historical context *Josep-E. Baños (UPF)*

The understanding of illness in the ancient world: magical and religious origins. The scientific concept in Greek medicine. The healthcare model in the middle ages and changes associated with the birth of scientific medicine in the 19th century. Ethical implications of the doctor-patient relationship. The paternalistic model of the doctor-patient relationship. Recognising the right to information and the independence of the patient. The influence of the healthcare model on the doctor-patient relationship. Adult patients and the right to choose.

Topic 4. The basic elements of communication in a healthcare setting: the doctor's perspective (I). *A. Bulbena (UAB)*

Concept of communication. Types of communication: verbal, non-verbal and therapeutic communication. The emotional factors: empathy and antipathy. Most common communication-based conflicts. Communication difficulties as destructive elements in medicine. Importance of the personality of the doctor and the placebo effect.

Topic 5. The basic elements of communication in a healthcare setting: the doctor's perspective (II) *Josep-E. Baños (UPF)*

Types of communication according to healthcare situation. Differences between doctor's surgery care and hospital care. The *shield* concept in the doctor-patient relationship. The doctor-patient relationship as a preventive element in the judicial process.

Topic 6. The clinical interview *Mireia Valero (UPF)*

General concepts and stages of the interview. The beginning of the visit. Personal factors of patients and doctors. The basic elements of the visit: patient case history, physical examination and therapeutic plan. The end of the visit. Identification of the main problems and solutions. Concept of a difficult patient: diagnosis and possible responses.

Topic 7. Patient non-verbal communication *B. Molinuevo (UAB)*

Concept and components. Relationship between verbal and non-verbal communication.

Topic 8. Patient non-verbal communication *B. Molinuevo (UAB)*

Concept and components. Relationship between verbal and non-verbal communication. Facial expression of emotional states. Interpretation of non-verbal communication.

Topic 9. Stages of the interview (I) *M. Valero (UPF)*

Welcoming the patient. Definition and parts of the patient's case history. Balance between the need for information and respect for the patient's privacy. How to efficiently ask the patient about sensitive topics. Identification and analysis of special situations and problems in these stages of doctor-patient relationships.

Topic 10. Stages of the interview (II) *M. Valero (UPF)*

Definition and components of the physical examination. Advice before beginning the examination. Potential problems in some parts of the body. Awareness of cultural differences. Information about diagnosis process and uncertainties. Examinations of patients' afraid.

Topic 11. Stages of the interview (III) *M. Valero (UPF)*

Design of treatment plan. Choosing the treatment and communication with the patient. Explanation of the aim of treatment. Measures to achieve an adequate treatment follow-up. Treatment follow-up and supervision of therapeutic response. Concept of prognosis.. How to give good and bad news.

Topic 12. Handling bad news (I) *M. Valero (UPF)*

Bad news and creating the environment in which to give it. Acceptance: stages and features. Awareness of the expectations and needs of the patient and family in terms of information. What to say and what not to say at each moment: adapting to the requests of the patient.

Topic 13. Oncology and terminally illness *M. Valero (UPF)*

Decisions concerning death. Explaining withdrawal of treatment. Palliative care and medical futility. Care in the final days of life. The doctor and supporting the family after bereavement.

Topic 14. Exploration of beliefs and resistances *J. M. Garcés (HdM)*

Importance of awareness of cultural elements in medical care. Main beliefs of the largest minorities in Catalonia. Doctors and patients in Latin-American, Maghrib, Chinese and Hindu cultures. The importance of cultural mediators.

Topic 15. The doctor-patient relationship in difficult patients I *M. Torrens (UAB)*

Importance of the assessment of psychological aspects during medical interview. Management of beliefs, fears and desires of patients in relation to being ill. From hypochondria to denial.

Topic 16. The doctor-patient relationship in difficult patients II *M. Torrens (UAB)*

Management of difficult patient-clinician interactions according patient's style: "dependent and demanding", "orderly and controlled", "dramatizing or manipulative", "Long-suffering or masochistic", "guarded or paranoid", "superior".

Topic 17. The doctor-patient relationship with pediatric patients *A. Mur (UAB)*

Pediatric neurocognitive development in the doctor-patient relationship. How to better relate to children. Tailoring information and respecting independence.

Topic 18. The doctor-patient relationship with geriatric patients *R. Miralles (UAB)*

Neurocognitive and sensory impairment in geriatric patients. How to ensure that information and the therapeutic plan is understood. Communication strategies with geriatric patients. The importance of the family and carers.

Topic 19. The doctor-patient relationship as seen by the patient *A. Jovell (UAB)*

The feelings of patients on falling ill. Patient needs in the relationship with healthcare professionals. Main points of neglect in the medical care process. Some suggestions for improving patient care in their relationship with healthcare professionals.

Topic 20. Confidentiality. *A. Rodríguez-Pazos (UAB)*

Concept. Ethical and legal framework. Confidentiality with respect to medical documents: clinical history, medical report and prescriptions. Systems to ensure the doctor's confidentiality and responsibility. What can be said to whom. The relationship with the press, police and legal system.

Seminars

Seminar 1. Introduction to the doctor-patient relationship. *M. Valero (UPF)*

Seminar 2. The patient's needs. *M. Valero (UPF)*

Seminar 3. Motivational interview techniques (I). *M. Astals (HdM)*

Seminar 4. Motivational interview techniques (I). *M. Astals (HdM)*

Seminar 5. Importance of psychological aspects in healthcare. *Blanqué (HdM)*

Seminar 6. Clinical interviewing in special places. *L. M. Martín (UAB)*

Seminar 7. Multiculturalness (cultural competence). *J. M. Garcés (HdM)*

Seminar 8. The doctor-patient relationship and research. *M. Torrens (UAB)*

Seminar 9. Health literacy. *C. Iniesta (UAB)*

Seminar 10. Giving presentations in public. *E. Guardiola (UPF)*

4. Assessment

This has various parts:

- At the end of each seminar students will be asked to answer written short questions. That part will count for 30% of the final mark.
- At the end of the course there will be a final assessment, which will count for 70% of the final mark. This test will consist of multiple choice questions (PEM) (30%), short answer questions (40%) and a practical analysis of a videotaped interview (30%).

5. Bibliography and teaching resources

5.1. Basic bibliography

- Borrell F. Entrevista Clínica: Manual de estrategias prácticas. Ediciones Sociedad Española de Medicina de Familia y Comunitaria, 2004.
- Laín Entralgo P. El médico y el enfermo. Madrid: Tricastela, 2003.
- Groopman J. ¿Me está escuchando, doctor? Un viaje por la mente de los médicos. Barcelona: RBA Libros SA, 2008.
- Winkler M. La enfermedad de Sachs. Madrid: Akal, 1999.
- Morlans M. Fer costat al malalt. Barcelona: Columna, 1994.
- Serrano S. El regal de la comunicació. 15a. ed. Barcelona: Ara Llibres, 2007.
- Vilardell. Ser médico. El arte y el oficio de curar. Barcelona: Plataforma Editorial, 2009.

5.2. Additional bibliography

- Cassell EJ. The nature of suffering and the goals of medicine. Nova York: Oxford Univ Press, 1991.
- Claries X. El pacient té la paraula: la comunicació amb els professionals de la salut. Edicions Viguera, 2009.

- Coulehan JL & Block MR. The medical interview mastering skills for clinical practice. 5a ed. Filadèlfia: FA Davis Company, 2006.
- Jovell A. La confianza. Barcelona: Plataforma Editorial, 2008.
- Kübler-Ross E. La rueda de la vida. Barcelona: Ediciones B, 2000.
- Lown B. The lost art of healing. Nova York: Houghton Mifflin, 2000.
- Molinuevo B, de Pablo J. Pràcticum de Psicologia Mèdica (I). UAB, Servei de Publicacions. Departament de Psiquiatria i de Medicina Legal, Bellaterra, 2007.
- Othmer E, Othmer S. La entrevista clínica. Tomo I. Fundamentos. DSM-IV-TR. Barcelona: Masson, 2003.
- Sommers-Flanagan J, Sommers-Flanagan R. Clinical Interviewing. 4a. ed. Hoboken: John Wiley & Sons, 2009.
- Sribanek P. La muerte de la medicina con rostro humano. Madrid: Díaz de Santos, 1999.
- Van de Meersch M. Cuerpos y almas. Barcelona: Plaza y Janés, 1998.

6. Methodology

The course programme includes:

a) Lectures, where the theoretical content of the programme will be given, and at the same time thought and participation of the student will be developed. Material from the presentations will be distributed as well as occasional extra reading.

b) Seminars, in groups of 30 students. Various active methodologies will be used as well as presentation and debating of cases, role playing, films and other techniques. Attendance at seminars is obligatory.