

Course Unit	Relationship and Communication in Health / Context of the Person in Critical Situation		Field of study	Nursing	
Master in	Medical-Surgical Nursing caring for the person in critical stage		School	School of Health	
Academic Year	2023/2024	Year of study	1	Level	2-1
Type	Semestral	Semester	1	ECTS credits	3.0
Code	5064-762-1107-00-23				
Workload (hours)	81	Contact hours	T -	TP 15	PL -
			TC -	S 5	E -
			OT -	O -	

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Ana Rita Veloso Goncalves

#### Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Recognizing Therapeutic Relationship and Communication in Health as a Soft Skill for Health Empowerment
2. Analyze the interpersonal relationship in health
3. Analyzing Crisis Intervention and breaking bad news
4. Analyze Emotions and Conflict Management
5. Recognize Teamwork including the Family and caregiver as partners in the care of the person in a critical situation.

#### Prerequisites

Not applicable

#### Course contents

Health communication;  
Communication and Therapeutic Relationship;  
Interpersonal relationship in health;  
Crisis intervention;  
Emotion management;  
Broadcasting bad news;  
Conflict management Team work;  
Family and caregiver as partners in the care of the person in critical situation

#### Course contents (extended version)

1. Health communication: generalities.
2. Relationship and therapeutic communication with critically ill patients and their families.
  - Basic elements of communication.
  - Factors that influence communication.
  - Barriers to therapeutic communication.
  - Techniques that facilitate communication.
3. Interpersonal relationship in health.
4. Crisis Intervention and Breaking Bad News.
5. Emotions and conflict management.
6. Team work.
  - Family and caregiver as partners in the care of the person in critical situation.

#### Recommended reading

1. Banerjee, et al. (2017). The implementation and evaluation of a communication skills training program for oncology nurses. *Translational Behaviour Medicine* doi 10. 1007/s13142-017-0473-5
2. Galvão, A. et al (2021). Literacia em saúde e autocuidados: evidências que projetam a prática clínica. Algés: Euromédica, Edições Médicas, Lda. ISBN 978-989-8808-06-6
3. Magalhães, B. , Galvão, A. et al (2022). Cuidar em Oncologia: Reflexões para a prática clínica. Algés: Euromédica, Edições Médicas, Lda. ISBN 978-989-8808-08-0
4. Sequeira, C. (2016). Comunicação Clínica e Relação de Ajuda. 1ª ed. Lisboa: Lidel. ISBN 9789897521683
5. Teixeira-Botelho, I. & Dias, P. (2020). I de Intensificar: Comunicar, gerar engagement, conquistar, nutrir relações. Lisboa. Sílabo.

#### Teaching and learning methods

- Development of learning, according to expository, demonstrative and interactive methods, using audiovisual media, with requests for student participation and work;
- Discussion of selected Scientific Articles;
- Sharing and Reflection on students' practical experiences.
- Presentation in a seminar of group work and individual discussion

#### Assessment methods

1. Normal season evaluation - (Regular, Student Worker) (Final)
  - Final Written Exam - 70%
  - Practical Work - 30%
2. Final exam 100% - (Regular, Student Worker) (Supplementary, Special)

#### Language of instruction

Portuguese

#### Electronic validation

Ana Rita Veloso Goncalves	Matilde Delmina da Silva Martins	Hélder Jaime Fernandes	Adília Maria Pires da Silva Fernandes
03-11-2023	12-11-2023	14-11-2023	14-11-2023