2025/2026

Univerza v Mariboru

Medicinska fakulteta

UČNI NAČRT PREDMETA / SUBJECT SPECIFICATION	
Predmet:	**Komunikacija v dentalni medicini**
Subject Title:	**Communication in Dental Medicine**

Študijski program in stopnja Study programme and cycle	Študijska smer Study option	Letnik Year of study	Semester Semester
Dentalna medicina/Dental Medicine 2. stopnja/2nd cycle		**1**	**2.**

Vrsta predmeta / Course type	Obvezni/Compulsory
Univerzitetna koda predmeta / University subject code:	

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje Clinical training	Druge oblike študija Other forms of study	Samost. delo Individual work	ECTS
30	**10**	**20**			**30**	**3**

Nosilec predmeta / Lecturer:	**Izr. prof. dr. Andrej Naterer**

Jeziki / Languages:	**Predavanja / Lecture:**	slovenščina/slovene
	Vaje / Tutorial:	slovenščina/slovene

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti	**Prerequisites:**
Vsebina: - Predmet, mesto in različni teoretično-metodološki pristopi v obravnavanju komunikacije zobozdravnika s ciljem prepoznavanja koristi komunikacijskih znanj in spretnosti zobozdravnika v razmerah post-moderne družbe. - Medicinski diskurz o zdravju, bolezni in telesu v javnem in zasebnem govoru. - Vloga komuniciranja zobozdravnika; namen, cilji in strategija komuniciranja, dejavniki učinkovitega in uspešnega komuniciranja zobozdravnika. - Vrste komuniciranja zobozdravnika (interno, eksterno, konfliktno, medijsko, verbalno – neverbalno, paraverbalno, osebno, dirigirano (vodeno, nevodeno) idr. - Struktura zobozdravnikove komunikacije (simetrična, asimetrična, ignoranca, spreminjanje	**Content (Syllabus outline):** - Subject, place and various theoretical and methodological approaches in dealing with dentist communication with the objective of recognizing the benefits of communication knowledge and skills in the circumstances of post-modern society. - Medical discourse about health, illness and body in public and private address. - The role of dentist communication; aim, objective and strategy of communication, factors of efficient and successful dentist communication. - The variety of dentist communication (internal, external, conflict, media, verbal – non-verbal, paraverbal, personal, conducted (guided – non-guided) etc. - The structure of dentist communication (symmetrical, asymmetrical, ignorance, changing

teme pogovora, metakomunikacija, izogibanje podajanju želenih informacij, negotovost). - Potek (ne)uspešnega komuniciranja zobozdravnika (razsežnosti, smeri, kakovost, vplivi in posledice); komunikacija in interakcija. - Pomen komunikacije v procesu soodločanja zobozdravnika in bolnika; vloga zobozdravnika v bolnikovem zavračanju sodelovanja v procesu zdravljenja. - Modeli komuniciranja zobozdravnika z bolnikom (paternalistični, potrošniški, managerski, kot interaktivni proces, empatija, ocenjevanje, sprejemanje, kongruenca, transparentnost, pogodbenost). - Nevarnosti kompliance (vrste, vpliv bolezni na obnašanje) in nekompliance (samovoljno obnašanje bolnika) v komunikaciji za zobozdravnika. - Pomen prepričljivosti zobozdravnika v komuniciranju (prepričevalna sredstva, oblike ravnanja, profesionalne pravice in dolžnosti zdravnika, pravice bolnika). - Asertivnost zobozdravnika v komuniciranju kot dejavnik osebne odgovornosti (koristi, tehnike, jezik asertivnosti). - Zobozdravnik in sporočanje pozitivnih, nevtralnih in negativnih novic. - Priprave zobozdravnika na razgovor(intervju/jemanje anamneze, sistematični intervju, individualno vodeni intervju, potreba po empatiji): pričetek, aktivno poslušanje, strukturirane faze pogovora, postavljanje vprašanj (odprto, zaprto, alternativno, kataloško in sugestivno vprašanje); problem zobozdravnikovega osredotočenja na patofiziološka vprašanja o bolniku. - Zobozdravnikova komunikacija pri telesnem pregledu (problem polja intimnosti, sramu, tabujev, socio-kulturnih ovir) in afektivna nevtralnost. - Zobozdravnikova komunikacija v procesu odločanja (status zobozdravnika pogojuje odločanje; stili vodenja, konflikt odločitve; napaka v odločitvi, sindrom heurističnega prilagajanja, slepo prilagajanje). - Komunikacija zobozdravnika v posebej zahtevnih medicinskih situacijah. - Motnje in nesporazumi v komunikaciji - Koncept »govoreče« medicine.	the conversation topic, metacommunication, avoiding giving wanted information, uncertainty). - The course of (un)successful dentist communication (range, direction, quality, influence and consequence); communication and interaction. - The meaning of communication in the process of dentist and patient decision-making; dentist's role in patient's refusal in cooperation in the healing process. - The models of dentist communication with patients (paternalistic, consumer, manager, as an interactive process, empathy, assessment, acceptance, congruency, transparency, contracting). - The dangers of compliance (types, influence of illness on behaviour) and non-compliance (self-willed patient behaviour) in communication for dentist. - The meaning of persuasion in dentist communication (persuasion means, forms of conduct, professional rights and duties of doctors, patient rights). - The assertiveness of dentist communication as a factor of personal responsibility (benefits, techniques, assertive language). - Dentist and giving positive, neutral and negative news. - The dentist's preparation for conversation (interview/taking anamnesis, systematic interview, individually guided interview, need for empathy): starting a conversation, active listening, structured conversation phases, asking questions (open, closed, alternative, catalogue and suggestive questions); the problem of dentist's focus on pathophysiologic questions about a patient. - Dentist communication at a physical exam (the problem intimate space, shame, taboos, socio-cultural obstacles) and affective neutrality. - Dentist communication in the process of decision-making (dentist's status conditions decision-making; leadership styles, decision conflict; error in deciding, syndrome of heuristic adjustment, blind conformation). - Dentist communication in especially difficult medical situations. - The disorders and misunderstandings in communication. - The concept of 'talking' medicine.

- Zobozdravnik, posredovanje resnice; laž. - Deontološki razlogi (moralno načelo poštenosti, profesionalna dolžnost resnicoljubnosti, spoštovanje bolnikove neodvisnosti, ohranjanje bolnikovega in zobozdravnikovega dostojanstva, pomen socialne enakosti. - Zobozdravnik in komuniciranje v skladu z Zakonom o zdravstveni dejavnosti v R Sloveniji - Komuniciranje zobozdravnika z ZZZRS; zavarovalnico in v interesnih združenjih.	- The convention of Council of Europe about guarding human rights in biomedicine in the light of successful communication. - Dentist and telling the truth; or lies. - Deontological reasons (moral principle of integrity, professional duty of truthfulness, respecting patient independence, keeping patient and dentist dignity, the meaning of social equality). - Dentist and communication in considering the Health Services Act of Republic of Slovenia (Uradni list RS 9/92), same conditions and in accordance with the act the right to: - Dentist communicating with Health Insurance Institute of Slovenia, the insurance company and in interest groups.

Temeljna literatura in viri / Textbooks:

1. Brown, J., Noble, M., L., Papageorgiou, A., Kidd., J. (2016): Clinical Communication in Medicine. Willey Blackwell
2. Suzanne Kurtz, Jonathan Silverman, Juliet Draper (2016): Teaching and Learning Communication Skills in Medicine, Second Edition. CRC Press.
3. Eric H. Glendinning, Beverly Holmström (2005): English in Medicine_ A Course in Communication Skills-Cambridge University Press
4. David W. Kissane et al.(2017): Oxford textbook of communication in oncology and palliative care, Oxford University Press.

Cilji:	**Objectives:**
Cilj predmeta je študente seznaniti z različnimi taksonomijami tvorbe vprašanj, nalog in dejavnosti poučevanja naravoslovja in tehnike ter jih naučiti ob upoštevanju zakonodaje pravilno spremljati in vrednotiti delo učencev pri naravoslovnih in tehničnih vsebinah razredne stopnje.	The objective of the subject is to introduce students to various taxonomies of question forming, task forming and activity forming in teaching natural science and technics and to teach considering the legislation to correctly follow and assess work of pupils at natural science and technical contents of class level.
Predvideni študijski rezultati:	**Intended learning outcomes:**

Znanje in razumevanje: Po zaključku predmeta bo študent sposoben: – izkazati znanje in razumevanje pomena komunikacije zobozdravnika z različnimi subjekti za njegovo uspešno delo; – izkazati znanje in razumevanje dejavnikov procesnega in učno ciljnega pristopa poučevanja relacije: »Učenje – znanje – komuniciranje – razumevanje« znotraj odnosa zobozdravnik, pacient, zobozdravnik – zobozdravnik, zobozdravnik – medicinska sestra, zobozdravnik – svojci, zobozdravnik – množični mediji; – identificirati in rešiti probleme povezane z uporabo različnih taksonomij za tvorbo vprašanj, nalog in dejavnosti v procesih komuniciranja zobozdravnika na primarni, sekundarni in terciarni ravni; – pokazati sposobnost načrtovanja procesov komunikacije, opisnih kriterijev in opisnikov v našem zdravstvenem sistemu. Prenosljive/ključne spretnosti in drugi atributi: – Spretnosti komuniciranja: ustni in pisno izražanje, vodenje razgovora, sposobnost poslušanja in razumevanja posredovane informacije; – uporaba informacijske tehnologije: uporaba programskih orodij za ustrezno komuniciranje; – reševanje problemov: sposobnost reševanja problemov, ki nastanejo v procesu komuniciranja: pri oblikovanju vprašanj, sprejemanju odgovorov, pojasnil in drugih informacij; v sporazumevanju, opravičevanju, napakah in zmotah, v sporočanju pozitivnih, negativnih in nevtralnih s poudarkom na njihovi pripravi, izvedbi in analizi.	Knowledge and Understanding: After completing the subject students will have skills to: – demonstrate dentist' knowledge and understanding of the meaning of communication with different subjects for their successful work; – demonstrate knowledge and understanding of the factors of the process and target learning approach of teaching in the relation 'learning – knowledge – communication – understanding' inside the relationships dentist – patient, dentist – dentist, dentist – nurse, dentist – kin, dentist – mass media: – identify and solve problems connected with the use of different taxonomies for question forming, task forming and activity forming in processes of dentist communication on primary, secondary and tertiary level; – show skills in planning communication processes, descriptive criteria and descriptive in our health system. Transferable/Key Skills and other attributes: – Communication skills: oral and writing expression, discussion leading, listening skills and comprehension of received information; – Using information technology: use of software tools for adequate communication; – Problem solving: being able to solve problems which occur in the process of communication: in forming questions, receiving answers, explanations and other information; in communication, apologizing, mistakes and errors, in informing of positive, negative and neutral with accent on their preparation, execution and analysis.

Metode poučevanja in učenja:	**Learning and teaching methods:**
Predavanja Seminarji Vaje	Lectures Seminars Tutorial

Načini ocenjevanja:	**Delež (v %) / Weight (in %)**	**Assessment:**
Način: ustni izpit seminarska naloga OPOMBA ŠTUDIJSKE OBVEZNOSTI ŠTUDENTOV: uspešna predstavitev seminarske naloge	 **70 %** **30 %**	Type: oral exam seminar paper NOTES ACADEMIC OBLIGATIONS OF STUDENTS: successful presentation of seminar paper
Reference nosilca / Lecturer's references:		

1. NATERER, Andrej, LAVRIČ, Miran. Leaving out of necessity or out of ambition? The impact of socio-economic development on factors of youth emigration from countries of South Eastern Europe. *International journal of comparative sociology*. 2022, str. 1-16, ilustr. ISSN 1745-2554. https://journals.sagepub.com/doi/10.1177/00207152221126375, DOI: 10.1177/00207152221126375. [COBISS.SI-ID 125523971], [JCR, SNIP, WoS, Scopus]
2. BRUMEC, Snežana, LAVRIČ, Miran, NATERER, Andrej. Exceptional human experiences among pilgrims on the Camino de Santiago : a typology of experiences and transformative aftereffects. *Psychology of religion and spirituality*. 2022, str. 1-13, ilustr. ISSN 1943-1562. https://doi.apa.org/doiLanding?doi=10.1037%2Frel0000456, DOI: 10.1037/rel0000456. [COBISS.SI-ID 100991235], [JCR, SNIP, WoS do 22. 1. 2023: št. citatov (TC): 2, čistih citatov (CI): 2, čistih citatov na avtorja (CIAu): 0,67, Scopus do 13. 12. 2022: št. citatov (TC): 3, čistih citatov (CI): 2, čistih citatov na avtorja (CIAu): 0,67]
3. NATERER, Andrej, VERHOVNIK, Luka, ŠKERGET, Polonca. Slovenska antropologija v 21. stoletju : analiza tematskega polja. *Traditiones : zbornik Inštituta za slovensko narodopisje*. [Tiskana izd.]. 2022, letn. 51, št. 1, str. 43-68, ilustr. ISSN 0352-0447. https://ojs.zrc-sazu.si/traditiones/article/view/10895/10727, DOI: 10.3986/Traditio2022510103. [COBISS.SI-ID 137395715], [SNIP]
4. PUCER, Matevž, NATERER, Andrej. Duhovnost in religioznost v slovenski filmski produkciji : analiza Baze slovenskih filmov. Bogoslovni vestnik : glasilo Teološke fakultete v Ljubljan. 2024.
5. HAZEMALI, David, MATJAŠIČ FRIŠ, Mateja, NATERER, Andrej. Thematic exploration of Slovenia's path to independence in Slovenian Scopus-indexed history journals : a bibliometric and sociometric analysis. Annales : anali za istrske in mediteranske študije. Series historia et sociologia. 2024