

CONSULTATION SKILLS

1. COURSE DESCRIPTION – GENERAL INFORMATION	
1.1. Course teacher	Professor Živka Juričić, PhD
1.2. Associate teachers	Assistant Professor Iva Mucalo, PhD; Maja Ortner Hadžiabdić, PhD
1.3. Graduate programme	Integrated study programme of Pharmacy
1.4. Status of the course	compulsory
1.5. Year of study, Semester	5 th , 9 th semester
1.6. Credit value (ECTS)	1,5
1.7. Type of instruction (number of hours L+E+S+e-learning)	2 h lectures + 13 hours workshops
1.8. Expected enrolment in the course	120
1.9. Level of use of e-learning (1, 2, 3 level), percentage of instruction in the course on line (20% maximum)	1 st level
2. COURSE DESCRIPTION	
2.1. Course objectives	The course objectives are to acquaint students with the basic notions, models and principles of interpersonal communication within the context of pharmacy. Students' training will be focused on the development of <i>consultation skills</i> , skills which are essential not only for identifying patients' drug-therapy needs, but for preventing all possible adverse clinical outcomes. Following introduction with the strictly structured consultation skills model, the student will be able to both identify and foresee the negative outcomes of patient's non-adherence.
2.2. Enrolment requirements and required entry competences for the course	Taken course Clinical pharmacy and Pharmacotherapy
2.3. Learning outcomes at the level of the study programme to which the course contributes	<ul style="list-style-type: none"> Applying professional knowledge and skills in consulting and carrying out pharmacist's care of the patient. (Applying expert knowledge on pharmacotherapy). Establishing positive interaction with the patients, associates, other health-care professionals and the public through oral and written communication (personal skills: cognitive, psychomotor behavioural. social). As a part of health-care team, the pharmacist will provide corresponding care for the patients which implies informing and counselling the patient about effects and correct application of the medicine and following the outcome of the therapy (professional skills).
2.4. Expected learning outcomes at the level of the course (4-10 learning outcomes)	<ul style="list-style-type: none"> List the basic ingredients for an affective and professional patient consultation Ask relevant questions when taking a patient medication (drug) history Establish whether the patient has any medication related problems or barriers to compliance Make appropriate recommendations in response to symptoms Provide patients with appropriate education and advice regarding their illness or drug therapy Motivate patients to adhere to their treatment Apply their clinical knowledge to patient care
2.5. Course content broken down in detail by weekly class schedule (syllabus)	<p>Lectures:</p> <ol style="list-style-type: none"> Functional importance of inter-personal verbal and non-verbal communication Introduction to consultation skills: structure of the consultation skills process <p>Workshops</p> <ol style="list-style-type: none"> Observation and evaluation of video-clips Drug history taking-simulated patient teaching The consultation process- simulated patient teaching 1 The consultation process- simulated patient teaching 2 The consultation process- simulated patient teaching 3

2.6. Type of instruction	lectures seminars workshops exercises online in entirety mixed <i>e</i> -learning mixed <i>m</i> -learning	field work independent study multimedia and the internet work with the mentor (other)		
2.7. Student responsibilities	Attending lectures and workshops			
2.8. Screening of student's work (specify the proportion of ECTS credits for each activity so that the total number of CTS credits is equal to the credit value of the course)	Class attendance (workshops)	1,0	Seminar essay	
	Experimental work		Oral exam	0,5
	Essay		Project	
	Tests		Practical training	
	Written exam		(Other--describe)	
	Research		(Other--describe)	
	Report		(Other--describe)	
2.9. Grading and evaluation of student work over the course of instruction and at a final exam	Individual student assessment (evaluating each student's consultation); Final exam (<i>engl.</i> Objective Structured Clinical Examination, OSCE)			
2.10. Required literature (available at the library and via other media)	Title		Number of copies at the library	Availability via other media
	Robert S. Beardsley, Carole L. Kimberlin, William N. Tindall (2012) Communication Skills in Pharmacy Practice: A Practical Guide for Students Lippincott Williams & Wilkins.		1	
	Abdel Tawab, R.; James, D.; Davies, J.G.; Horne, R. Guidelines to the Medication-related consultation framework. School of Pharmacy & Biomolecular Sciences; University of Brighton, 2005.		/	Merlin
2.11. Optional literature				
2.12. Methods of monitoring quality that ensure acquisition of exit competences	Acquired students competencies are examined through workshops and by individual student assessment			
2.13. Comments				