

**Federal State Budgetary Establishment of Higher Education "North Ossetian State
Medical Academy" of the Ministry of Health of the Russian Federation**

Department of Health Care Organization with Psychology and Pedagogy

APPROVED

by the minutes of the meeting of the
Central Coordination Educational and
Methodological Council
dated « 30 » March 2022 г. № 2

VALUATION FUND

**TRAINING PROGRAMS Practice of general medical profile (basics of practical
training for the professional activities of a medical doctor for the provision of
primary health care "Skills of conflict-free communication"**

the main professional educational program of higher education - the program of specialization in the
specialty 31.05.01 General Medicine, approved 30.03.2022.

for 6 year students

in the specialty 31.05.01 General Medicine

Considered and approved at the meeting of the department
Dated March 11, 2022 (Protocol No. 8)

Head of the Department
Ph.D. Associate Professor



I.B. Tuaeva

STRUCTURE OF FOS

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**FEDERAL STATE BUDGETARY EDUCATIONAL ESTABLISHMENT OF HIGHER
EDUCATION "NORTH OSSETIAN STATE MEDICAL ACADEMY" OF THE MINISTRY OF
HEALTH OF THE RUSSIAN FEDERATION**

REVIEW OF THE FUND OF EVALUATION

FUNDS FOR THE PROGRAM OF TRAINING PRACTICE

**Practice of General Medical Profile (Basics of Practical Training for the Professional Activities of a
Medical Doctor for Primary Health Care "Skills of Conflict-Free Communication")**

the main professional educational program of higher education - the program of specialization in the
specialty 31.05.01 General Medicine, approved 30.03.2022 г.
for 6th year students of the Faculty of General Medicine in the specialty 33.05.01 General Medicine

The fund of evaluation funds was compiled at the Department of Health Organization with Psychology and Pedagogy on the basis of the work program of general medical practice (the basics of practical training for the professional activities of a medical doctor for the provision of primary health care "Skills of conflict-free communication" and meets the requirements of the Federal State Educational Standard 3 ++ in the specialty 33.05.01 General Medicine

The evaluation fund includes: -questions about the set-off; -standards of test tasks;

The bank of test tasks includes the following elements: test tasks for input control of knowledge testing, variants of test tasks, answer templates. All tasks correspond to the work program of the general medical practice curriculum (the basics of practical training for the professional activities of a medical doctor for the provision of primary health care "Skills of conflict-free communication"). and cover all its sections. The complexity of the tasks varies. The number of tasks for each section of the practice program is sufficient to control knowledge and excludes the repeated repetition of the same question in different versions. The bank contains answers to all test tasks.

The number of examination questions is sufficient for the test and excludes the repeated use of the same question in one academic group on the same day. The wording of the questions coincides with the wording of the list of issues to be set off. The content of the questions refers to the different sections of the program, allowing you to more fully cover the material of educational practice. The complexity of the questions is evenly distributed.

There are no comments on the peer-reviewed valuation fund.

In general, the fund of evaluation funds for the program of educational practice of general medical profile (the basics of practical training for the professional activities of a medical doctor for the provision of primary health care "Skills of conflict-free communication") contributes to a qualitative assessment of the level of mastery of students' general cultural and professional competencies.

A peer-reviewed fund of evaluation funds for the general medical practice curriculum (the basics of practical training for the professional activities of a medical doctor for primary health care "Conflict-free communication skills" can be recommended for use for current and intermediate certification at the medical faculty for 6th year students.

*Chairman of the Central Department Store of Social and Economic
Disciplines Doctor of Medical Sciences, Professor Alikova Z.R.*



**Passport of the Evaluation Fund for the
TRAINING PRACTICE PROGRAM
"Conflict-Free Communication Skills"**

№п/п	Name of the supervised section (topic) of the discipline / module	Code of the formed competence (stage)	Name of the appraisal tool
1	2	3	4
Type of control	Current / Intermediate		
1	The identity of the doctor. Psychological requirements for the personality of the doctor. Psychological features that increase the communicative competence of the doctor.	УК-3, ОПК-1	test questions and test tasks
2	The concept of communication skills, the communicative process in medicine.	УК-4	test questions and test tasks
3	The use of verbal and non-verbal means of communication by the doctor to achieve effective interaction with patients.	УК-4, УК-5, ОПК-1	test questions and test tasks
4	General principles of effective communication. Conflicts and ways to resolve them.	УК-4, УК-5, ОПК-1	test questions and test tasks
5	Barriers to effective communication between the doctor and the patient.	УК-4, УК-5, ОПК-1	test questions and test tasks
6	Pedagogical communication in the work of a doctor. Medical interview: concept, basic principles, structure. Introduction to a Medical Interview. Patient interview.	УК-4, УК-5,	test questions and test tasks

EVALUATION TOOLKIT

Questions for credit

1. Pedagogical communication in the work of a doctor.
2. Medical interview: concept, basic principles, structure.
3. Introduction to medical interviews. Patient interview.
4. Personality of the doctor. Psychological requirements for the personality of the doctor.
5. Psychological features that increase the communicative competence of the doctor.
6. Verbal and non-verbal means of communication in practical health care.
7. Conflicts and ways to resolve them.
8. Emotional burnout, signs of emotional burnout. to achieve effective interaction with patients.
9. Specific signs of burnout in medical professionals.
10. Principles of effective communication with patients, relatives of patients and colleagues.
11. Barriers to effective interaction between the doctor and the patient.
12. Dynamics of the conflict.
13. Basic requirements for the personality of the doctor.
14. The importance of continuous improvement of communication skills of the professional activity of the doctor.
15. The main types of communication used by the doctor in the profession ...
16. Psychology of interpersonal relations in groups of different ages.
17. Psychology of personality.
18. Modern methods and means of communicative technologies.
19. Verbal and non-verbal language of communication, taking into account the situation of interaction.
20. Rules of Public Speaking.
21. Communicative principles of different cultures.
22. Principles of tolerant attitude to the cultural characteristics of representatives of different ethnic groups and confessions.
23. Empathy in medical activities.
24. Forms and methods of sanitary and educational work, the formation of elements of a healthy lifestyle, taking into account age and health group.
25. Preventive and explanatory measures among the population on issues related to the new coronavirus infection COVID-19.

№ ЛД-21-ИИ

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EVALUATION TOOLKIT

TRAINING PROGRAMS Practice of general medical profile (basics of practical training for the professional activities of a medical doctor for the provision of primary health care "Skills of conflict-free communication"

the main professional educational program of higher education - the program of specialization in the specialty 31.05.01 General Medicine, approved 30.03.2022.

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Vladikavkaz 2022

Test Task Standards.

Contents

№	Name of the supervised section (topic) of the discipline / module	Количество тестов (всего)	р. from _7_ to _15_
1	2	3	4
Type of control	Intermediate		
1.	Incoming control	20	8-9
2.	The identity of the doctor. Psychological requirements for the personality of the doctor. Psychological features that increase the communicative competence of the doctor.	12	9-10
3.	The concept of communication skills, the communicative process in medicine.	11	10-11
4.	The use of verbal and non-verbal means of communication by the doctor to achieve effective interaction with patients.	12	11-12
5.	General principles of effective communication. Conflicts and ways to resolve them.	12	12-13
6.	Barriers to effective communication between the doctor and the patient.	12	14-15
7.	Pedagogical communication in the work of a doctor. Medical interview: concept, basic principles, structure. Introduction to a Medical Interview. Patient Survey.	11	15

TEST TASKS FOR THE PROGRAM OF EDUCATIONAL PRACTICE

"Skills of conflict-free communication"

for INPUT CONTROL OF KNOWLEDGE TESTING

1. Placebo effect associated with: 1). Parameters of the drug substance; 2). Psychological attitude; 3). Duration of presentation of the stimulus; 4). drug addiction; 5). Surprise factor;
2. Based on the subject of study, psychology is a science 1). 2). Natural; 3). Pedagogical; 4). Medical; 5). Humanitarian;
3. The ability of a person to develop intelligence and be able to use it; the ability to acquire objective knowledge and implement it, refers to:
 - 1). The spiritual potential of a person; 2). Body potential; 3). Mind potential; 4). The potential of the senses;
4. Carcinophobia is:
 - 1). Obsessive fear of getting cancer; 2). Obsessive fear of developing an oncological disease; 3). Super valuable idea that a person has a cancerous tumor; 4). The delusional idea that a person has a cancerous tumor; 5). The prevailing idea that a person has a cancerous tumor;
5. Which philosopher of antiquity combined two opposing philosophical currents in his view of the soul - materialism and idealism:
 - 1) Platon; 2) Aristoteles; (3) Demokrit; 4) Sokrates;
6. The concept of a harmonious personality includes all of the following with the exception of: 1). Kindness; 2). Responsibility; 3). Independence; 4). Morality; 5). Autonomy;
7. The parameters of a harmonious character include all of the following, with the exception of:
 - 1). Maturity; 2). Sanity; 3). Autonomy; 4). Flexibility of self-esteem; 5). Morality;
8. Iatrogenic diseases are called diseases: 1). Caused by pathological forms of imagination; 2). Arising under the influence of the careless word of the doctor; 3). Arising from the underdevelopment of the speech system; 4). Arising from violations of the dynamics of mental activity;
9. In the depths of what science psychology was born: 1). Political science; 2). Biology; 3). Philosophy; 4). Sociology;
10. Information is stored most firmly in memory: 1). Meaningful; 2). Jagged; 3). Unfamiliar; 4). Unreflected;
11. A special systemic social quality of the individual, which he acquires in the process of age development when interacting with his social environment. 1) Individuality; 2) Personality; 3) Individual; 4) Emotional maturation.
12. COMMUNICATIVE COMMUNICATION IS PROVIDED BY: 1) means of speech communication; 2) the reflexive component 3) the means of teaching; 4) knowledge; 5) empathy.
13. NONVERBAL COMMUNICATION INCLUDES: 1) oral speech; (2) written language; 3) body language; (4) expression of sympathy; E) an expression of discontent.
14. Empathy is: 1) a stress response; 2) guilt; 3) empathy; 4) emotional response.
15. The "pyramid of needs" of A. Maslow consists of "floors" arranged in ascending order: 1) Physiological needs; 2) The need for security; 3) Need for belonging; 4) The need for love, recognition; 5) The need for self-actualization.
16. What factors have become decisive for the formation of consciousness. 1) the emergence of a state society; 2) manufacture of tools; 3) adverse natural conditions; 4) the emergence of language and speech.
17. Empathy, comprehension of the emotional state, penetration into the experiences of another person is called: 1) relaxation; 2) reflection; 3) empathy; 4) initiation.
18. Choose active listening techniques between doctor and patient. 1) wordless; 2) verbal; 3) non-evaluative; 4) blameless; 5) evaluative.
19. The techniques and techniques of persuasion of the doctor and the patient include: 1) the method of choice; (2) the method of authority; 3) the method of scarcity; 4) the method of independent decision; 5) the method of authoritarianism.
20. The main forms of psychological interaction between the doctor and the patient. 1) leadership; (2) directiveness; 3) cooperation; 4) loyalty.

STANDARDS OF TEST TASKS OF THE TRAINING PRACTICE PROGRAM
"Skills of conflict-free communication"

1. Based on the subject of study, psychology is a science 1.Exact; 2.Natural; 3.Pedagogical; 4.Medical; 5.Humanitarian;
2. The ability of a person to develop intelligence and be able to use it; the ability to acquire objective knowledge and implement it in life refers to: 1.The spiritual potential of a person; 2.Body potential; 3.Mind potential; 4.Potential of feelings;
4. Which philosopher of antiquity combined in his view of the soul two opposite philosophical directions - materialism and idealism: 1.Plato; 2.Aristotle; 3.Democritus; 4.Socrates; 4.The concept of a harmonious personality includes all of the following with the exception of: 1.Kindness; 2.Liability; 3.Independence; 4.Morality; 5.Autonomy;
5. The parameters of a harmonious character include all of the following with the exception of: 1.Maturity; 2.Sanity; 3.Autonomy; 4.Flexibility of self-esteem; 5.Morality;
6. In the depths of what science psychology originated: 1.Political science; 2.Biology; 3.Philosophy; 4. Sociology; 7. Empathy is: 1) stress response 2) guilt 3) empathy 4) emotional response 8. Choose active listening techniques between doctor and patient. 1) wordless; 2) verbal; 3) non-evaluative; (4) indisputable; 5) evaluative. 9. The techniques and techniques of persuasion of the doctor and the patient include: 1) the method of choice; (2) the method of authority; 3) the method of scarcity; 4) the method of independent decision; 5) the method of authoritarianism; 10. The main forms of psychological interaction between the doctor and the patient. 1) leadership; (2) directiveness; 3) cooperation; 4) loyalty;
11. Stress in situations of threat, danger, resentment, leading to changes in the course of mental processes, emotional shifts, transformation of the motivational structure of activity, impaired motor and speech behavior. 1) psychological stress; 2) information stress; 3) emotional stress; 4) physiological stress.
12. Signs of stressful tension: 1) inability to concentrate; 2) memory impairment; 3) alexithymia; 4) Fast speech.
13. Prerequisites for low tolerance to stress are: 1) anxiety; 2) hypersensitivity 3) rigidity; 4) developed social skills.
14. This type of stress is combined with a desirable effect, this stress, serves the purpose of preserving and maintaining life. 1) eustress; (2) distress; 3) anxiety; 4) physiological stress.
15. A multifaceted process of organization, establishment and development of communications, mutual understanding and interaction between the teacher and students generated by the goals and content of their joint activities: 1) pedagogical skill; 2) pedagogical communication; 3) pedagogical reception; 4) pedagogical action.
16. Diagnostic tools, with the help of which the inner world of the subject is assessed by the "transfer" of his personality to a kind of "screen" of test materials: 1) test task; 2) testing; 3) projective test.
17. Observation is: 1) perception of the object of observation; 2) systematization of facts; 3) implementation of conclusions.
18. The most effective scientific method of studying psychic reality. Allows you to identify essential characteristics and cause-and-effect relationships between subjects. 1) observation; 2) experiment; 3) Testing; 4) questionnaires.
19. Empathy, comprehension of the emotional state, penetration into the experience of another person is called? 1) relaxation; 2) reflection; 3) empathy; 4) initiation.
20. The main method of education: 1) persuasion; 2) the word of the teacher; 3) training; 4) exercise; 5) example.
21. The criterion for the effectiveness of education shall be 1) the formation of skills and behavioral skills in accordance with the age of the pupils; 2) the contradiction between the requirements of the environment to a person and his capabilities; 3) formation of aesthetic taste; 4) education of artistic taste, improvement of emotional well-being; 5) the level of professional training.
22. Education is 1) the result of the process of upbringing; 2) the result of the processes of socialization and adaptation;

- 3) the mechanism of the socio-cultural environment for familiarization with universal human values; 4) the result of obtaining a system of knowledge, skills, abilities and rational ways of mental actions.
23. Encouragement is a method of: 1) stimulating behavior; 2) stimulation of the child; 3) social demand for the child; 4) collective demand for the child.
24. Rules of constructive communication: 1) showing interest in the problems of the partner; 2) arrogance, arrogance; 3) emphasizing one's own importance; 4) position "on an equal footing".
25. Comprehension of the emotional state of another person in the form of empathy is called: 1) apperception; 2) reflection; 3) intuition; (4) empathy; 5) sympathy.
26. Intentional concealment of an existing disease or symptoms is called: 1). Dissimulation; 2) simulation; 3) anosognosia; 4) aggravation; 5) demonstrative behavior.
27. Personal reaction to the disease, manifested by continuous anxiety, fear of possible complications and doubts about the effectiveness of treatment, is called: 1) anxiety-depressive; (2) hypochondriac; 3) paranoid; 4) euphoric; 5) ergopathic.
28. Intentional concealment of an existing disease or its symptoms is called: 1) dissimulation; 2) simulation; 3) anosognosia; 4) aggravation; 5) demonstrative behavior.
29. Anosognosia is: 1) conscious concealment of the symptoms of the disease; 2) unconscious reaction of unawareness of the disease; 3) conscious downplaying of the symptoms of the disease; 4) the unconscious reaction of the "pleasantness of the disease"; 5) an unconscious reaction of fear of illness.
30. For children, adolescents and young people, the most personally significant are: 1) sexual disorders; 2) cancer; 3) disease that change image.
31. Hypochondria is: 1) painfully exaggerated concern for one's health; 2) fear of the social consequences of the disease; 3) unwillingness to recover; (4) benefiting from the disease; 5) conscious exaggeration of the symptoms of the disease.
32. The most important quality that forms the communicative competence of a doctor is: 1) projection; 2) empathy; 3) Patience; 4) intuition; 5) habit;
33. Types of competence do not include: 1) Managerial; 3) Communicative; 2) Professional; 4) qualification.
34. The process of establishing and developing contacts among people is: 1) communication; 2) perception; 3) interaction; 4) identification.
35. Characteristics of business communication: 1) the partner in business communication acts as a person significant for the subject; 2) communicating people are distinguished by good mutual understanding in matters of business; 3) the main task of business communication is productive cooperation; 4) all answers are correct;
36. Communication that ensures the success of a common cause, creates a ...
37. The process by which two or more people exchange and become aware of the information received, which consists in motivating a certain behavior or influencing it is: 1) perception; 2) Communication; 3) interaction; 4) empathy.
38. Feedback: 1) hinders the communication process; 2) contributes to the communicative process; 3) sometimes facilitates and sometimes hinders the communicative process; 4) all answers are correct;
39. A single-channel communication process is communication: 1) without feedback; 2) with true feedback; 3) with false feedback; 4) with true and false feedback;
40. Types of communication: 1) primary and secondary; 2) major and minor; 3) verbal and speech; 4) verbal and non-verbal.
41. Verbal communication is: 1) body language and speech parameters; 2) oral and written; 3) iconic and tactile; 4) there is no correct answer.
42. Factors that do not contribute to effective performance: 1) giving ...
43. Effective listening techniques do not include: 1) active listening posture; 2) the ability to ask clarifying questions; (3) active listening; 4) non-reflective listening.
44. How to be attentive during the conversation? 1) do not dominate the conversation; 2) do not give free rein to emotions; 3) look at the interlocutor; 4) Do not take defensive postures.
45. What do not belong to the rules of effective listening?
1) stop talking; 2) be patient; 3) ask questions; 4) Schedule a conversation.
46. Non-verbal means of communication do not include: 1) non-reflective listening; 2) look; 3) tactile contact; 4) reflective listening.

47. Human body movements and eye contact are: 1) gesture; 2) gait; 3) facial expressions; 4) all answers are correct.
48. If the distance between communicators is 0.51... 1.2 m is the distance: 1) intimate; 2) social; 3) personal; 4) public.
49. If the distance between communicators is 0... 0.5 m is the distance: 1) public; 2) social; 3) intimate; 4) personal.
50. If the distance between the communicators is more than 3.6 m - this is the distance: 1) intimate; 2) personal; 3) social; 4) Public.
51. Formal communication corresponds to the distance: 1) more than 3.6 m; 2) 0... 0,5 m; 3) 0,51... 1,2 m; 4) 1,21... 3,6 m
52. Informal communication corresponds to distance: 1) 0... 0,5 m; 2) 0,51... 1.2 m; 3) more than 3.6 m; 4) 1,21... 3,6 m.
53. It seems that the speaker imposes his opinion in the event that the speech: 1) is too fast; 2) too loud; 3) too slow; 4) illegible.
54. Speech consisting of long phrases: 1) shows the erudition of the speaker; 2) poorly perceived in meaning; 3) indicates the flexibility of the mind; 4) indicates the uncertainty of the speaker.
55. Illegible speech: 1) reduces the interest of the interlocutor; 2) poorly perceived in meaning; 3) causes the idea that a person is dragging his feet; 4) gives the impression that the speaker imposes his opinion.
56. All the various movements of the hands and head that accompany the conversation are: 1) facial expressions; 2) Gestures; 3) postures; 4) gestures and postures.
57. Gestures of openness: 1) the jacket is unbuttoned; 2) the palms of the hands are pressed against the chest; 3) hands unfolded to meet the interlocutor with palms up; 4) all answers are correct.
58. Humanism is: 1) recognition of a person, protection of his rights and dignity; 2) the social need of the individual; 3) friendly relations; 4) antagonistic interpersonal relationships; E) official status of the individual.
59. Medical ethics is: 1) the process of healing; 2) the science of medicines; ...
62. Non-verbal communication includes: 1) oral speech; (2) written language; 3) body language; (4) expression of sympathy; 5) an expression of discontent.
63. Comprehension of the emotional state of another person in the form of empathy is called: 1) apperception; 2) reflection; 3) intuition; (4) empathy; 5) sympathy.
64. Subjective attitude to the disease is called: 1) the internal picture of the disease; (2) hypochondria; 3) reflection; 4) egocentrism.
65. Conformity is: 1) aggressiveness in communication; 2) passivity in communication; 3) egocentric position; 4) a person's exposure to group influence; 5) empathy for another person.
66. Find misuse of verbal means that create a barrier with the patient. 1) My dear, we will make "quantum satis" and everything will be "lege artis"; 2) My dear, one in the field is not a warrior, let's fight your disease together, Do not think that medicine is powerless, we will cope with this case; 3) I would like to talk to you about the results of your research ...
67. Affiliation is: 1) the ability to sympathize, empathize; 2) the desire of a person to be in the company of other people; (3) the need for achievements; 4) the tendency to experience the emotion of anxiety; 5) the ability to bright emotions.
68. The most important quality that forms the communicative competence of a physician is: 1) projection; 2) empathy; 3) patience; 4) intuition; 5) habit.
69. The ability to analyze one's own mental state is: 1) empathy; 2) emotional stability; 3) reflection; 4) sensitivity; 5) affiliation.
70. The paralinguistic components of communication include everything except: 1) sighs; 2) jargon; 3) facial expressions; 4) views; 5) Gestures.

ANSWERS TO TEST TASKS UNDER THE PROGRAM OF EDUCATIONAL PRACTICE

"Skills of conflict-free communication"

for INCOMING CONTROL OF TESTING STUDENTS' KNOWLEDGE

Question	Answer	Question	Answer	Question	Answer	Question	Answer
1	2	6	1	11	1	16	1,4
2	5	7	3	12	1	17	3
3	3	8	2	13	3	18	1,2,3
4	2	9	3	14	3	19	1,2,4
5	1	10	1	15	1,2,3,4,5	20	1,3

ANSWERS TO TEST TASKS

Question	Answer	Question	Answer	Question	Answer
1.	5	25.	4	49.	3
2.	3	26.	2	50.	4
3.	2	27.	2	51.	4
4.	1	28.	1	52.	2
5.	4	29.	3	53.	2
6.	6	30.	3	54.	2
7.	3	31.	1	55.	1
8.	1,2,3	32.	2	56.	2
9.	1,2,3	33.	2	57.	4
10.	1,3	34.	1	58.	1
11.	3	35.	4	59.	3
12.	1,2,4	36.	2	60.	1
13.	1,2,3	37.	2	61.	1
14.	1	38.	2	62.	3
15.	3	39.	1	63.	4
16.	1,2,3	40.	4	64.	1
17.	2	41.	2	65.	4

18.	1	42.	1	66.	1
19.	1,2	43.	4	67.	2
20.	1	44.	3	68.	2
21.	1	45.	4	69.	3
22.	1	46.	1	70.	2
23.	1,4	47.	4		
24.	1,3	48.	3		