

№ ЛД-21 ИИ

Federal state budgetary educational institution higher education

«NORTH OSSETIAN STATE MEDICAL ACADEMY»

Ministry of health of the Russian Federation



CLAIM

Rector

Q. V. Remizov

«30» March 2022 г.

THE PROGRAM OF EDUCATIONAL PRACTICE

is the practice of general medical profile (the basics of practical training for the professional activity of a medical doctor for the provision of primary health care

"Conflict-free communication skills"

the main professional educational program of higher education is the specialty program in the specialty 31.05.01 Medical business,
approved on 30.03.2022.

Form of training _____ full - time _____

The period of development of OPOP IN _____ 6 _____

Department of Healthcare Organization with Psychology and Pedagogy

Vladikavkaz, 2022 г.

When developing a training Practice Program , the basis is based on:

1. Federal State educational standards of higher education in the specialty 31.05.01 Medical treatment, approved by the Ministry of Education and Science of the Russian Federation on August 12, 2020 No. 988
2. The curriculum of the main professional educational program of higher education in the specialty 31.05.01 Medical business LD-21-01-21, LD-21-02-22 approved by the Academic Council of the Federal State Budgetary Educational Institution of Higher Education "North Ossetian State Medical Academy" of the Ministry of Health of the Russian Federation "on March 30, 2022, Protocol No. 6

The working program of the educational practice was approved at a meeting of the Department of Health Organization with Psychology and Pedagogy on March 11, 2022, protocol No. 8.

The work program of the training practice was approved at a meeting of the central coordinating educational and methodological council on March 22, 2022, protocol No. 4.

The work program of the training practice was approved by the Academic Council of the Federal State Budgetary Educational Institution of Higher Education "North Ossetian State Medical Academy" of the Ministry of Health of Russia dated March 30, 2022, Protocol No. 6.

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The content of the work program

1. name of the training practice;
2. the list of planned results of training in educational practice, correlated with the planned results of the development of the educational program;
3. indication of the place of educational practice in the structure of the educational program;
4. the amount of academic practice in credit units indicating the number of academic or astronomical hours allocated for contact work of students with the teacher (by type of training sessions) and for independent work of students;
5. the content of the training practice, structured by topics (sections) with an indication of the number of academic or astronomical hours allocated to them and types of training sessions;
6. list of educational and methodological support for independent work of students in educational practice;
7. fund of evaluation funds for conducting intermediate certification of students in educational practice;
8. the list of basic and additional educational literature necessary for the development of educational practice;
9. list of resources of the information and telecommunication network "Internet" (hereinafter referred to as the "Internet"), necessary for the development of educational practice;
10. methodological guidelines for students on the development of educational practice;
11. the list of information technologies used in the implementation of the educational process in educational practice, including a list of software and information reference systems (if necessary);
12. description of the material and technical base necessary for the implementation of the educational process in educational practice.
13. Conducting educational activities using e-learning and distance learning technologies.

"Conflict-free communication skills"

1. The list of planned results of training in educational practice and the results of the development of the educational program

№ п/п	Competence number/index	The content of the competence (or part of it)	Topic of the lesson (section)	Achievement indicators	Development results		
					To know	To be able	Own
1	2	3	4	5	6	7	8
1.	UC-3	The ability to organize and manage the work of the team, developing a team strategy to achieve the goal	1. The identity of the doctor. Psychological requirements for the personality of a doctor. Psychological features that increase the communicative competence of the doctor.	AI-1 AC3 Forms a team to perform practical tasks, develops a team strategy and work in a team. AI-2 UC-3 Develops a team strategy and works in a team..	The identity of the doctor. Psychological requirements for the personality of the doctor. Psychological features that reduce the communicative competence of the doctor.	Communicate effectively, establish and develop relationships with others people; accumulation of experience of relationships in various social situations, performing various types of medical activities.	Skills of presentation of an independent point of view, analysis of logical thinking; I have the ability to apply modern communication technologies for professional interaction.
2.	UC-4.	Ability to apply modern communication technologies, including in a foreign language(s), for academic and professional interaction	2. The concept of communication skills, the communicative process in medicine. 3. The doctor's use of verbal and non-verbal means of communication	AI-1 UC-4 Uses verbal and nonverbal means of communication and selects the most effective of them for academic and	The concept of communication skills, communication process. General principles of effective communication.	Use verbal and non-verbal means of communication to achieve	Skills of presentation of an independent point of view, analysis of

			<p>to achieve effective interaction with patients.</p> <p>4. General principles of effective communication. Conflicts and ways to resolve them.</p> <p>4. Barriers preventing effective communication between the doctor and the patient.</p> <p>5. Pedagogical communication in the work of a doctor. Medical interview: concept, basic principles, structure. Introduction to the medical interview. Interview of the patient.</p>	<p>professional interaction.</p> <p>AI-2 UC-4 Adheres to generally accepted norms of communication and expression of opinion (judgment), including in discussion, dialogue, etc.</p> <p>AI-3 UC-4 Communicates in a foreign language in the process of academic and professional interaction, uses medical terminology, including in a foreign language(s)</p> <p>AI-4 UC-4 Uses modern information and communication tools and technologies.</p>	<p>Know the types of conflicts and ways to resolve them.</p> <p>Barriers that prevent effective communication between a doctor and a patient.</p> <p>Pedagogical communication in the work of a doctor.</p>	<p>effective interaction with patients. Eliminate and resolve conflict situations Be able to use the basic skills of a medical interview in work 1) interpersonal skills, 2) information gathering skills and 3) information transfer skills to the patient.</p>	<p>logical thinking; ability to apply modern communication technologies for professional interaction.</p>
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3.	UC-5.	The ability to analyze and take into account the diversity of cultures in the process of intercultural interaction.	<p>3. The doctor's use of verbal and non-verbal means of communication to achieve effective interaction with patients.</p> <p>4. General principles of effective communication. Conflicts and ways to resolve them.</p> <p>5. Barriers preventing effective communication between the doctor and the patient.</p> <p>6. Pedagogical communication in the work of a doctor. Medical interview: concept, basic principles, structure. Introduction to the medical interview. Interview of the patient.</p>	<p>AI-1 UC- 5. Complies with ethical standards</p> <p>AI-2 UC-5. Analyzes the features of social interaction taking into account national, cultural and religious characteristics.</p> <p>AI-3 UC-5 Competently and easily presents professional information in the process of intercultural interaction.</p>	<p>Verbal and non-verbal means of communication to achieve effective interaction with patients. General principles of effective communication. Conflicts and ways to resolve them. Barriers that prevent effective communication between a doctor and a patient. Pedagogical communication in the work of a doctor. Medical interview:</p>	<p>Use verbal and non-verbal means of communication to achieve effective interaction with patients. Eliminate and resolve conflict situations. Be able to use basic medical interview skills in work 1) interpersonal skills, 2) information gathering skills and 3) information transfer skills to the patient.</p>	<p>Skills of presentation of an independent point of view, analysis of logical thinking; I have the ability to apply modern communication technologies for professional interaction.</p>
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4.	GPC-1	Ability to implement moral and legal norms, ethical and deontological principles in professional activity.	<p>1. The identity of the doctor. Psychological requirements for the personality of a doctor. Psychological features that increase the communicative competence of the doctor.</p> <p>3. The doctor's use of verbal and non-verbal means of communication to achieve effective interaction with patients.</p> <p>4. General principles of effective communication. Conflicts and ways to resolve them. Barriers that prevent effective communication between a doctor and a patient.</p>	<p>AI-1 GPC-1 Observes moral and legal norms in professional activity.</p> <p>AI-2 GPS-1 Presents professional information in the process of intercultural interaction, observing the principles of ethics and deontology</p>	<p>The identity of the doctor. Psychological requirements for the personality of a doctor. Psychological features that reduce the communicative competence of the doctor.</p> <p>Verbal and non-verbal means of communication to achieve effective interaction with patients.</p> <p>General principles of effective communication. Conflicts and ways to resolve them. Barriers that prevent effective communication between a doctor and a patient. Pedagogical communication in the work of a doctor.</p> <p>Medical interview:</p>	<p>Communicate effectively, establish and develop relationships with others people; Use verbal and non-verbal means of communication to achieve effective interaction with patients. Eliminate and resolve conflict situations</p> <p>Be able to use basic medical interview skills in work 1) interpersonal skills, 2) information gathering skills and 3) information transfer skills to the patient.</p>	Skills of presentation of an independent point of view, analysis of logical thinking; the ability to apply modern communication technologies for professional, self-interaction.
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2. The place of educational practice in the structure of the educational program

Educational practice of general medical profile (fundamentals of practical preparation for the professional activity of a medical doctor for the provision of primary health care) "Conflict-free communication skills" is included in the mandatory part of Block 2 of the Federal State Educational Standard for the specialty 31.05.01 Medical business.

3. The scope of educational practice

№	Type of work	Total credits	Total hours	Term
				XII
				hours
1	Contact work of students with the teacher (total), including:	-	24	24
2	Lectures (L)	-	-	-
3	Clinical practical training (CPT)	-	24	24
4	Seminars (S)	-	-	-
5	Laboratory work (LW)	-	-	-
6	Independent work of a student (IWS)	-	12	12
7	Type of intermediate certification	test (T)	-	-
		exam (E)	-	-
8	Total: Total labor intensity	hours	-	36
		3ET	1	1

4. The content of the training practice (module), structured by topics (sections)

№	№ semester	Name of the section of educational practice	Types of educational activities, including independent work of students (in hours)					Forms of ongoing monitoring of academic performance
			L	LW	IWS	SCW	Total	
1.	XII	The identity of the doctor. Psychological requirements for the personality of a doctor. Psychological features that increase the communicative competence of the doctor.	-		4	2	6	oral survey during the lesson, control work, answers to test tasks
2.	XII	The concept of communication skills, the communicative process in medicine.	-		4	2	6	oral survey during the lesson, control work, answers to test tasks
3.	XII	The use of verbal and non-verbal means of communication by a doctor to achieve effective interaction with patients.	-		4	2	6	oral survey during the lesson, control work, answers to test tasks
4.	XII	General principles of effective communication. Conflicts and ways to resolve them.	-		4	2	6	oral survey during the lesson, control work, answers to test tasks
5.	XII	Barriers that prevent effective communication between a doctor and a patient.	-		4	2	6	oral survey during the lesson, control work, answers to test tasks

6.	XII	Pedagogical communication in the work of a doctor. Medical interview: concept, basic principles, structure. Introduction to the medical interview. Interview of the patient.	-		4	2	6	oral survey during the lesson, control work, answers to test tasks
		Total:	-		24	12	36	

5. List of educational and methodological support for independent work of students in educational practice

№	№ semester	Name of the educational and methodological development
1.	XII	Lukatsky M.A., Ostrenkova M.E. Psychology M.: GEOTAR-Media, 2010
2.	XII	Edited by N.V. Kudryavaya. Pedagogy in medicine M.: Academy, 2006
3.	XII	Sarapulova A.V. Communicative skills of medical university students: experience of observation at the Department of polyclinic therapy / A.V. Sarapulova, O. V. Teplyakova // Medical education and professional development. - 2016. - No. 1. - pp. 60-67
4	XII	Belikova M. F. Empathy as one of the characteristics of a doctor's communicative competence / M. F. Belikova // Tyumen Medical Journal. - 2008. - No. 2. - pp. 31-32.
5	XII	Pedagogy and psychology of higher education: textbook. — Rostov n/A: Phoenix, 2014
6	XII	Sakharova L. G. Features of the formation of communicative culture among medical university students / L. G. Sakharova, T. B. Agalakova // Vyatka Medical Bulletin. - 2011.-No. 1. - pp. 55-60

6. Fund of evaluation funds for conducting intermediate certification of students in educational practice

№	List of competencies	№ semester	Evaluation indicator(s)	Evaluation criterion(s)	Rating scale	name of the evaluation fund
1	2	3	4	5	6	7
1.	UC-3 UC-4 UC-5 GPC-1	XII	the standard for assessing the quality of education approved by the Order of the Federal State Budgetary Educational Institution of Higher Education "North Ossetian State Medical Academy" of the Ministry of Health of the Russian Federation No.264/o dated 10.07.2018	standard for assessing the quality of education, approved by the Order of the Federal State Budgetary Educational Institution of Higher Education "North Ossetian State Medical Academy" Ministry of Health of Russia No. 264/o dated 07/10/2018	the standard for assessing the quality of education approved by the Order of the Federal State Budgetary Educational Institution of Higher Education "North Ossetian State Medical Academy" of the Ministry of Health of the Russian Federation No.264/o dated 10.07.2018	examination tickets for the test; test tasks; control questions

7. List of basic and additional educational literature necessary for mastering the educational practice "Conflict-free communication skills"

№	Name	Author(s)	Year, place of publication	Number of instances		Name of the Electronic Library System/reference of the Electronic Library System
				in the library	at the department	
1	2	3	4	5	6	7
Basic literature						
1.	Психология: учебник	Лукацкий М.А., Остренков М.Е.	М.: ГЭОТАР-Медиа, 2010 ГЭОТАР-Медиа, 2013	196	5	http://www.studmedlib.ru/ru/book/ISBN9785970425022.html
2.	Педагогика в медицине : учеб. пособие	под ред. Н.В. Кудрявая	М.: Академия, 2006	51	2	
3.	Клиническая психология: учебник	Сидоров П.И., Парняков А.В	М.: ГЭОТАР-Медиа, 2008	220	5	http://www.studmedlib.ru/ru/book/ISBN9785970414071.html
Additional literature						
4.	Психология взаимоотношений врача и пациента: учеб. пособие	Ларенцова Л.И., Н.Б. Смирнова	М.: ГЭОТАР-Медиа, 2014	-	-	http://www.studmedlib.ru/ru/book/ISBN9785970429358.html
5.	Деловое общение	Сидоров, П. И.	Москва : ГЭОТАР-Медиа, 2004. - 848 с. - ISBN 5-9231-0443-	-	-	http://www.studmedlib.ru/book/ISBN5923104431.html
6.	Психология общения: учебник	Островская И. В.	- Москва : ГЭОТАР-Медиа, 2018. - 192 с. - ISBN 978-5-9704-4736-9.			http://www.studmedlib.ru/book/ISBN9785970447369.html
7.	Психология управления. Лекции: учеб. пособие	Творогова Н.Д.	М.: ГЭОТАР-Медиа, 2008 2010	7	1	-
8.	Психология управления. Практикум: учеб. пособие	Творогова Н.Д.	М.: ГЭОТАР-Медиа, 2008 2010	7	1	-

9.	Педагогические технологии в медицине: учеб. пособие	Романов М.Г., Сологуб Т.В.	М.: ГЭОТАР -Медиа, 2007 2010	-	-	http://www.studmedlib.ru/ru/book/ISBN9785970404997.html
10.	Развитие коммуникативной культуры будущего врача посредством самостоятельной работы. Психолого-педагогические аспекты	Носкова М. В.	/ М. В. Носкова, Е. П. Шихова // Alma mater. - 2014. - №12. - С. 66-70			
11.	Коммуникативные навыки студентов медицинского вуза: опыт наблюдения на кафедре поликлинической терапии.	Сарапулов А. В.	/ А. В. Сарапулова, О. В. Теплякова // Медицинское образование и профессиональное развитие. - 2016. - №1. - С. 60-67			

СОГЛАСОВАНО
Зав. библиотекой

В. В. Погмаева

8. List of resources of the information and telecommunication network "Internet", necessary for the development of educational practice

- <http://www.medinfo.ru> – Medinfo.ru® – reference resource on various sections of medicine, orders of the Ministry of Health of the Russian Federation, Healthcare of the Russian Federation, International documents.
- ru.wikipedia.org - Search the articles of the free universal encyclopedia written in Russian language. Featured articles, interesting facts, current day in history, links to thematic portals and related projects.
- <http://www.krugosvet.ru> - Universal electronic encyclopedia in Russian language.
- <http://www.sogma.ru> - Official website of SOGMA
- www.studmedlib.ru – EBS "Student Consultant"
- www.spsl.nsc.ru/win/navigatrn.html “ Navigator on information and library resources Of the Internet" on the website of the State Technical Library of the Siberian Branch of the Russian Academy of Sciences. It is a shared resource that integrates links to other libraries.
- it2med.ru/mir.html “ MIR — Medical Internet Resources" on the website of "MedInformConsulting" (Moscow). It is a specialized resource that integrates links to medical libraries and other medical resources.
- www.scsmr.rssi.ru/ The Central Scientific Medical Library (CNMb) of the I. M. Sechenov MMA), the database "Russian Medicine" - contains information on primary sources received by the Central Medical Library after 1988 in the following sections: articles - include articles from domestic journals and collections; dissertations – include domestic abstracts and dissertations; books – include domestic, translated and foreign books. This database contains only bibliographic

descriptions of primary sources available in the CNMb, and practically does not contain abstracts and texts of the documents themselves. Subscribers can order paper and electronic copies of articles and abstracts. www.webmedinfo.ru/index.php WEBmedINFO.RU — книги (по многим медицинским специальностям), программное обеспечение, справочники, атласы, тесты, рефераты, истории болезни (www.webmedinfo.ru/referat/), статьи, поиск лекарств в аптеках разных городов.

- **medlib.ws/ Medlib.** ws is a new project (opened on August 1, 2008) offering books and articles on many medical specialties, traditional medicine and a healthy lifestyle. In addition, the site contains electronic directories, tests and video materials
- **ucm.sibtechcenter.ru/**"Consolidated Catalog of Periodicals and Analytics in Medicine" has been implemented since March 2003 and unites 12 medical libraries of Russia of various departmental affiliations. The main goal of the project is to create a consolidated catalog of periodicals and analytical painting on medicine. The thesaurus MeSH and the database "Doctors of Russia" act as linguistic support for the resource.
- **surgerylib.ru/index.html** Electronic library SURGERYLIB.RU surgery. Contains an archive of X-ray and CT images, photo and video materials, articles, e-books, manuals, abstracts, dissertation materials.
- www.photomedicine.ru/rus/knownbase/downloads/ Medical library in the project "SOF – Club of Specialists in the Field of Photomedicine". Contains articles on photomedicine, photo and video materials.
- www.medtrust.ru/pls/biblioteka/index.html Section "Medical Library" of the project "Medtrust". It contains an encyclopedia of clinical examination of the patient, an archive of medical histories, an encyclopedia of laboratory tests, materials on dietetics, reference books (including pharmacological) and materials from some periodic medical journals.
- www.medicbuzz.net/biblioteka/index.php Medical library of the portal "Modern Medicine". Contains books on various branches of medicine. www.gastroportal.ru/ Library of the project "Gastroenterological Portal of Russia". Contains specialized articles, books, reference books, guidelines, image collections, abstracts of scientific publications of 2000-2005.
- www.elsevier.ru/products/electronic/medical/ Elsevier Publishing House offers electronic databases, including the MD Consult clinical knowledge system and online resources for nurses (electronic skills library, electronic manual on intensive care and emergency care procedures, etc.). www.visma.ac.ru/~lib/medlib/index.htm The electronic medical library of the publishing house "Praktika", offers the texts of all books of the series "Foreign Practical Guides to Medicine", prepared in 1997-2000, allows you to view materials on some medical specialties in its own interface (therapy, cardiology, neurology, pediatrics, surgery, psychiatry, obstetrics, endocrinology, immunology, pharmacology). Has a query language for complex searches.
- revolution.allbest.ru/medicine/ Die Sektion "Medizin" des Projekts Allbest.ru ist eine Sammlung medizinischer Abstracts.
- www.medsite.net.ru/ The Medsite project is a collection of medical histories in many specialties.
- **makvlad.narod.ru/emergency/history.html** Medical histories on the project "Makvlad's Website".
- www.sudmed.ru/index.php?showforum=11 Forensic library of the project "FSM – Forum der Rechtsmediziner". Contains abstracts of dissertations, abstracts and books on forensic medicine.
- www.medstatistica.com/articles.html "Statistik in der biomedizinische Forschung". Articles and books on the application of statistics in medical and biological research. There is a paid section with dissertation materials.

LIBRARIES OF HIGHER MEDICAL EDUCATIONAL INSTITUTIONS

- medlib.tomsk.ru/node/3 Scientific and Medical Library of the Siberian State Medical University.
- www.pgpb.ru/libraries/lib_vgmu/library.htm Scientific Library of Vladivostok State Medical University.
- www.visma.ac.ru/~lib/United Scientific Medical Library of the Voronezh State Medical Academy named after N. N. Burdenko.

9. Methodological instructions for students on the development of educational practice Training consists of contact work of students with the teacher (24 hours) and independent work (12 hours). The main training time is allocated for practical work to consolidate knowledge and gain practical skills. When studying educational practice, theoretical knowledge, practical skills of working with scientific and educational literature are used. In accordance with the requirements of the GEF HE, active and interactive forms of discussion classes (group interviews with "brainstorming") are widely used in the educational process, independent work of students is considered as a mandatory form of training. It develops the ability of students to work with educational-methodical and normative-reference literature. For the effective development of the material, students are provided with basic literature in the study hall of the SOGMA library. A mandatory form of independent work is the study of educational and reference literature, notes ...

10. The list of information technologies used in the implementation of the educational process in educational practice

- Microsoft word
- Microsoft excel
- Microsoft Power Point
- Adobe photoshop
- Adobe Acrobat
- Adobe Finereader

11. Description of the material and technical base necessary for the implementation of the educational process in educational practice

№	Name of the equipment	Quantity	Technical condition
1	2	3	4
Special equipment			
1.	Multimedia computer with installed software for creating smart maps (MindJet, FreeMind, XMind.)	10	Satisfactory
Office equipment			
3.	Laptop	1	Satisfactory
4.	Projector	1	Satisfactory
5.	Screen	1	Satisfactory
6.	Computer	1	Not satisfactory
7.	Copying equipment	1	Satisfactory

12. Conducting educational activities with the use of e-learning and distance learning technologies

In the context of the introduction of restrictive measures (quarantine) associated with an unfavorable epidemiological situation, the threat of the spread of a new coronavirus infection and other force majeure events that do not allow conducting training sessions in full-time mode, it is possible to study this training

practice or part of it using e-learning and distance learning educational technologies. Teaching of educational practice in the above situations will be carried out through the development of an electronic course with access to video lectures and interactive materials of the course: presentations, articles, additional materials, tests and various tasks. When conducting training sessions, current monitoring of academic performance, as well as intermediate certification of students, platforms of the electronic information and educational environment of the Academy and / or other electronic systems can be used.