



### UČNI NAČRT PREDMETA / COURSE SYLLABUS

<b>Ime predmeta:</b>	Obravnava bolnika, ki prihaja iz drugega socio-kulturnega okolja
<b>Course title:</b>	Care for the patient coming from a different socio-cultural background

Študijski program in stopnja Study programme and cycle	Študijska smer Study option	Letnik Year of study	Semester Semester
Splošna medicina, enovit magistrski študijski program		Peti, šesti	9., 11.
General medicine, Uniform master's degree study program		Fifth, sixth	9th, 11th

**Vrsta predmeta (obvezni ali izbirni) /  
Course type (compulsory or elective)**

Izbirni

elective

**Univerzitetna koda predmeta / University course code:**

Predavanja Lectures	Seminar Seminar	Vaje Tutorial			Klinične vaje Clinical training	Druge oblike študija Other forms of study	Samost. delo Individual work	ECTS
		AV	LV	RV				
10	35					45	3	

**Nosilec predmeta / Course  
coordinator:**

Doc. dr. Erika Zelko

**Jeziki /Languages:**

**Predavanja / Lectures:** slovenski/slovene

**Vaje / Tutorial:** slovenski/slovene

**Pogoji za vključitev v delo oz. za opravljanje študijskih  
obveznosti:**

**Prerequisites for enrolling in the course or for  
performing study obligations:**

**Vsebina (kratek pregled učnega načrta):**

**Študentovo poučevanje bo med študijem zajemalo  
spoznavanje:**

- pomena in osnov kulturnih kompetenc (znanj, odnosa in veščin), ki omogočajo kakovostno delo z bolniki iz drugih kulturnih in socialnih okolij
- mednarodnih standardov na področju zdravstvene oskrbe migrantov, beguncev in drugih tujejezičnih oseb ter zakonodajnih vidikov zdravstvene obravnave oseb v različnih pravnih statusih v Sloveniji,
- problemov neenakosti v zdravju ter posledicami predsodkov in diskriminacije na področju zdravstvene obravnave
- pomena jezika v kliničnem okolju ter posledic jezikovnih in kulturnih nesporazumov,

**Content (syllabus outline):**

**The education program consists of understanding:**

- the basics of cultural competences (knowledge, attitudes and skills) that enable high-quality work with patients from other cultural and social environments,
- the international standards regarding healthcare for migrants, refugees and other patients who do not speak the dominant language of the host country, and legal aspects of healthcare provision of individuals with different legal statuses in Slovenia,
- the issues of inequality in healthcare and the consequences of prejudice, bias and discrimination in healthcare provision,
- the issue of language in clinical environment and the consequences of language and cultural misunderstandings,

- pomena in vloge tolmačev in medkulturnih mediatorjev ter orodij za boljše sporazumevanje z bolniki, ki ne govorijo slovenskega jezika,
- Pojasnilna dolžnost ob bolniku, ki ne govori slovenskega jezika
- Reševanje sporov in pritožb,
- Profesionalno in humanistično delovanje zdravnika.

- the importance and the role of interpreters, cultural mediators and different tools for better communication with patients who do not speak Slovene,
- the duty to inform the patient who does not speak Slovene,
- conflict and complaint management,
- professionalism and humanism of the physician's work.

### Temeljni literatura in viri / Reading materials:

1. Strelow KR, Bahadır Ş, Stollhof B, Heeb RM, Buggenhagen H. Patient interviews in interprofessional and intercultural contexts (PinKo) - project report on interdisciplinary competence development in students of medicine, pharmacy, and community interpreting. *GMS J Med Educ.* 2021 Mar 15;38(3):Doc67. doi: 10.3205/zma001463. PMID: 33824903; PMCID: PMC7994884.
2. Lanyon C, Forde E, Scallan S, Macdonald A, Powell S. GP trainees' values and knowledge regarding global health competencies. *Educ Prim Care.* 2022;33(4):248-250. doi: 10.1080/14739879.2022.2052363. Epub 2022 Apr 7. PMID: 35389827.
3. Schelfhout S, Vandecasteele R, De Maesschalck S, D'hondt F, Willems S, Derous E. Intercultural Competence Predicts Intercultural Effectiveness: Test of an Integrative Framework. *Int J Environ Res Public Health.* 2022 Apr 8;19(8):4490. doi: 10.3390/ijerph19084490. PMID: 35457357; PMCID: PMC9026297.
4. BOMBAČ TAVČAR, Lea, LIPOVEC ČEBRON, Uršula, ZELKO, Erika. Zdravstvena obravnava prosilcev in prosilk za mednarodno zaščito v Sloveniji. *Isis : glasilo Zdravniške zbornice Slovenije.* [Tiskana izd.]. 2018, leto 27, št. 2, str. 24-28, ilustr. ISSN 1318-0193. <http://online.pubhtml5.com/agma/vfrij/#p=24>. [COBISS.SI-ID [66217314](#)]

### Cilji in kompetence:

#### Cilji so usposobiti slušatelje, da bodo poznali:

- osnove kulturnih kompetenc in njihov pomen za kakovostno delo z bolniki iz drugih kulturnih okolij
- ključna mednarodna in nacionalna določila, ki urejajo zdravstveno oskrbo za različne kategorije migrantov,
- orodija za pomoč pri delu z bolniki, ki ne govorijo slovenskega jezika
- osnovne smernice za sodelovanje s kulturnimi mediatorji in tolmači v zdravstvenem sistemu.

#### Bodo razumeli:

- pomen kulturnih kompetenc za kakovostno delo z bolniki ter različna orodja in sodelavce, ki se v proces boljše oskrbe lahko vključujejo
- etične in finančne posledice pomanjkljive komunikacije z bolniki iz drugih kulturnih in jezikovnih okolij,

#### Bodo poznali:

- pravne in etične vidike organizacije dela v zdravstvu ob prisotnosti tolmačev in kulturnih mediatorjev,
- problematiko neformalnih prevajalcev (sorodniki, znanci, neizobraženo osebje..)

### Objectives and competences:

#### The aim of the programme is to teach students to acquire knowledge of:

- the basics of cultural competences and of their importance for a high-quality work with patients from other cultural environments,
- key international and national regulations that define healthcare for different categories of migrants,
- basic tools provided for work with patients who do not speak Slovene,
- basic guidelines for work with cultural mediators and interpreters in healthcare system,

#### To understand:

- the importance of cultural competences for a high-quality work with patients, of different tools and of collaboration with different professional profiles that enable more efficient healthcare provision,
- the ethical and financial consequences of badly managed communication with patients from other cultural and linguistic environments,

#### Will be familiar with

- legal and ethical aspects of the organisation of labour in healthcare in the presence of interpreters and healthcare workers,

– poznali orodja, ki so v slovenskem prostoru na voljo za kakovostno obravnavo bolnikov, ki ne govorijo slovenskega jezika.

– the issues connected with the use of ad-hoc interpreters (relatives, acquaintances, medically untrained personnel...),  
– the tools that are available in Slovenia for communicating with patients who do not speak Slovene.

**Predvideni študijski rezultati:**

**Znanje in razumevanje:**

1. Poznavanje osnov kulturnih kompetenc za delo zdravnika
2. Pravnih in etičnih vidikov organizacije dela v medicini pri delu z bolniki, ki ne govorijo slovensko
3. Načela vodenja dela v ambulanti ob prisotnosti tolmača ali kulturnega mediatorja
4. Načela vključevanja bolnikov v odločanje in sodelovanja bolnikov pri zdravljenju, izvedba pojasnilne dolžnosti
5. Reševanja konfliktov
6. Reševanja pritožb
7. Profesionalizma in humanizma v medicini na primarnem nivoju
8. Prepoznavanje lastnih meja pri obravnavi bolnikov s tujega okolja

Prenesljive/ključne spretnosti in drugi atributi:

1. Veščine sporazumevanja ob jezikovnih in kulturnih barierah
2. Veščine vodenja posveta v ambulanti ob prisotnosti tretje osebe
3. Veščine reševanja konfliktov in pritožb

**Intended learning outcomes:**

**Knowledge and understanding:**

1. Knowledge of the basic cultural competences for physicians,
2. Knowledge of legal and ethical aspects of healthcare provision when working with patients who do not speak Slovene,
3. Knowledge of basic principles of work in healthcare in presence of a medical interpreter or cultural mediator,
4. Understanding the basic principles of including patients into decision taking, participatory healthcare and patient-centered healthcare, and of the duty to inform the patient,
5. Knowledge of conflict management strategies,
6. Knowledge of complaint handling strategies,
7. Understanding professionalism and humanism in primary healthcare,
8. Understanding personal limitations when working with patients from other cultural environments.

Transferable/Key Skills and other attributes:

1. Communication skills when faced with language and cultural barriers,
2. Communication skill when talking to the patient in the presence of a third person,
3. Conflict management and complaint handling skills.

**Metode poučevanja in učenja:**

Predavanja  
Seminarji  
Delo v malih skupinah  
Igra vlog  
Ogled video in filmskih vsebin  
Vodena razprava  
Projektne naloge

**Learning and teaching methods:**

Lectures  
Seminar work  
Small group work  
Role play  
Video and education movies  
Moderated discussion  
Project assignments

Delež (v %) /  
Share (in %)

**Načini ocenjevanja:**

Način (pisni izpit, ustno izpraševanje, naloge, projekt)

Študent mora opraviti projektno nalogo in jo ustno zagovarjati.

ŠTUDIJSKE OBVEZNOSTI ŠTUDENTOV:

1. 80% prisotnost na predavanjih (tj. 4 ure)

**Assessment methods:**

Type (examination, oral, coursework, project):

Project work described in a paper and presented to the students' audience.

STUDENTS' OBLIGATIONS:

1. 80% attendance lectures (4 hours)
2. 80% attendance seminars (32 hours)

<ol style="list-style-type: none"> <li>2. 80% prisotnost na seminarjih (tj. 32 ur)</li> <li>3. Izdelava in oddaja pisne seminarske naloge</li> <li>4. Opravljena ustna predstavitev seminarske naloge</li> </ol> <p>POGOJI ZA PRISTOP K POSAMEZNEMU PREVERJANJU ZNANJA:</p> <p>Pogoj za pristop k pisnemu izpitu so opravljene vse obveznosti in pozitivne ocene iz obveznosti pod točko 1 in 2.</p> <ol style="list-style-type: none"> <li>1. Izdelava in oddaja pisne seminarske naloge</li> <li>2. Opravljena ustna predstavitev seminarske naloge</li> </ol>		<ol style="list-style-type: none"> <li>3. Writing of project assignment</li> <li>4. Oral presentation of project assignment</li> </ol> <p>CONDITIONS FOR THE ADMITTANCE TO THE FINAL EXAM</p> <p>Students are admitted to final written exam if they finished all assignments and got positive marks from assignments under Items 1 and 2:</p> <ol style="list-style-type: none"> <li>1. Written project assignment</li> <li>2. Oral presentation of project assignment</li> </ol>
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**Reference nosilca / Course coordinator's references:**

<ol style="list-style-type: none"> <li>1. MIHELIC, Rok, JAKŠIČ, Edvard, ZELKO, Erika. Podobnosti in razlike med judovsko, katoliško in islamsko versko skupnostjo ob etičnih dilemah ob koncu življenja v paliativni oskrbi = Similarities and differences between the Jewish, Catholic and Islamic religious communities in ethical dilemmas at the end of life in palliative care. <i>Edinost in dialog : revija za ekumensko teologijo in medreligijski dialog</i>. [Tiskana izd.]. 2022, letn. 77, št. 1, str. 9-44, tabela. ISSN 2335-4127. <a href="https://www.teof.uni-lj.si/uploads/File/Edinost/77/01/Mihelic.pdf">https://www.teof.uni-lj.si/uploads/File/Edinost/77/01/Mihelic.pdf</a>, <a href="http://www.dlib.si/details/URN:NBN:SI:doc-GPQURBV7">http://www.dlib.si/details/URN:NBN:SI:doc-GPQURBV7</a>, DOI: <a href="https://doi.org/10.34291/Edinost/77/01/Mihelic">10.34291/Edinost/77/01/Mihelic</a>. [COBISS.SI-ID <a href="#">119357443</a>]</li> <li>2. ZELKO, Erika, PETERKA, Zala, ROTAR-PAVLIČ, Danica. How challenging is the Slovenian healthcare system for the Roma population?. V: RAMŠAK, Mojca (ur.), et al. <i>Social diversity and access to healthcare</i>. 1. Auf. Baden-Baden: Verlag Karl Alber, 2022. Str. 47-58. <i>Angewandte Ethik</i>, Bd. 6. ISBN 978-3-495-99955-4. [COBISS.SI-ID <a href="#">119965443</a>]</li> <li>3. GUMILAR, Ines, ZELKO, Erika. Socio-economic structure of patients and their reasons for visiting pro bono clinics in Slovenia. V: RAMŠAK, Mojca (ur.), et al. <i>Social diversity and access to healthcare</i>. 1. Auf. Baden-Baden: Verlag Karl Alber, 2022. Str. 159-170. <i>Angewandte Ethik</i>, Bd. 6. ISBN 978-3-495-99955-4. [COBISS.SI-ID <a href="#">119966211</a>]</li> </ol>
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