

INSTITUTE	FACULTY OF PHARMACY
PROGRAM	BACHELOR OF PHARMACY
SEMESTER	1
COURSE TITLE	HEALTHCARE PSYCHOLOGY AND COMMUNICATION SKILLS
COURSE CODE	13PH0103T
COURSE CREDITS	1

Objective:

- 1 Introduce the fundamental concepts and branches of psychology relevant to healthcare.
- 2 Help students understand human behaviour, development, and psychological responses to illness.
- 3 Develop awareness of common psychological disorders and coping mechanisms in healthcare contexts.
- 4 Equip students with effective health communication skills for clinical and community settings.
- 5 Promote professional interaction with patients, caregivers, and healthcare teams through ethical and empathetic communication.

Course Outcomes: After completion of this course, student will be able to:

- 1 Explain the fundamental concepts of psychology and their relevance in healthcare settings.
- 2 Describe the stages of human development, personality traits, and behavioural responses associated with illness and recovery.
- 3 Apply effective communication models and techniques in clinical and interdisciplinary healthcare scenarios.
- 4 Demonstrate professional communication skills, including active listening, empathetic interaction, and accurate clinical documentation.
- 5 Analyze psychological and behavioural interventions that promote mental health, treatment adherence, and stigma reduction.

Pre-requisite of course: 1. Elementary knowledge of biology or health sciences, 2. Basic communication skills in spoken and written English, 3. Basic computer skills for digital communication and documentation, 4. Willingness to participate in role plays, discussions, and case studies, 5. Sensitivity toward cultural diversity and inclusive practices

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
1	0	0	30	10	10	0	0

Contents : Unit	Topics	Contact Hours
1	Introduction to Psychology in Healthcare Definition, scope, and relevance of psychology in health sciences. Branches of psychology with healthcare relevance: clinical, health, behavioural, and developmental psychology. Sensation, perception, and attention in clinical assessment. Learning and memory: reinforcement in health behaviour change. Emotion and motivation: theories and implications in health contexts.	3
2	Developmental and Behavioural Psychology Human developmental stages and healthcare needs. Personality theories and patient interaction styles. Psychological factors affecting illness perception and recovery. Common psychological disorders in healthcare: anxiety, depression, and somatization. Coping strategies, resilience, and stress management techniques.	3
3	Foundations of Health Communication Elements and models of communication in healthcare. Types of communication: interpersonal, group, mass, and telehealth communication. Barriers to effective communication in clinical settings. Active listening, questioning techniques, and empathy. Culturally appropriate and inclusive communication.	3
4	Professional Communication in Healthcare Settings Communication with patients, caregivers, and interdisciplinary teams. Delivering difficult news and handling emotionally charged situations. Legal and ethical issues in health communication (confidentiality, consent). Writing patient records, reports, and discharge summaries. Use of technology and digital communication tools in healthcare services.	3
5	Health Psychology and Behavioural Interventions Health belief models and illness behaviour. Psychosomatic illnesses and the mind–body connection. Behaviour change theories (e.g., CBT, TTM) in treatment adherence. Psychological first aid and crisis communication. Mental health promotion and stigma reduction through communication.	3
Total Hours		15

Textbook :

- 1 Understanding Psychology, Robert S. Feldman, McGraw-Hill Education, 2021
- 2 Health Psychology, Shelley E. Taylor, McGraw-Hill Education, 2020
- 3 Psychology and the Challenges of Life: Adjustment and Growth, J.S. Nevid, S.A. Rathus, B. Greene, Wiley, 2022
- 4 Introduction to Psychology, Atkinson, Atkinson, Smith, Bem, Nolen-Hoeksema, Cengage Learning, 2014
- 5 Communication Skills for Health Professionals, A. Kumar, Jaypee Brothers Medical Publishers, 2021
- 6 Skills for Communicating with Patients, Jonathan Silverman, Suzanne Kurtz, Juliet Draper, CRC Press, 2019

Textbook :

- 7 Park's Textbook of Preventive and Social Medicine, K. Park, Banarsidas Bhanot, 2023

References:

- 1 The Handbook of Communication Skills, The Handbook of Communication Skills, Owen Hargie, Routledge, 2021
- 2 Essentials of Health Psychology, Essentials of Health Psychology, Jane Ogden, McGraw-Hill/Open University Press, 2020
- 3 Clinical Communication Skills for Medicine, Clinical Communication Skills for Medicine, Margaret Lloyd, Robert Bor, Elsevier, 2020
- 4 Communication Skills in Clinical Practice, Communication Skills in Clinical Practice, Sethuraman K.R., Jaypee Brothers, 2019
- 5 Abnormal Psychology, Abnormal Psychology, Ronald Comer, Worth Publishers, 2022
- 6 Handbook of Health Psychology, Handbook of Health Psychology, Andrew Baum, Tracey Revenson, Psychology Press, 2021
- 7 Motivational Interviewing in Health Care, Motivational Interviewing in Health Care, Rollnick, Miller, Butler, Guilford Press, 2019
- 8 Oxford Handbook of Clinical Communication, Oxford Handbook of Clinical Communication, Joanna Noble, Oxford University Press, 2020

Suggested Theory Distribution:

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery					
Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
18.00	32.00	22.00	15.00	8.00	5.00

Instructional Method:

- 1 Case-based learning
- 2 Role play for patient communication
- 3 Demonstration of counselling techniques
- 4 Group discussion
- 5 Simulation of healthcare scenarios
- 6 Problem-based learning
- 7 Flipped classroom
- 8 Audio-visual teaching methods

Supplementary Resources:

- 1 World Health Organization (WHO): <https://www.who.int>
- 2 Ministry of Health & Family Welfare, India: <https://www.mohfw.gov.in>

Supplementary Resources:

- 3 National Health Mission: <https://nhm.gov.in>
- 4 National Institute of Mental Health and Neurosciences (NIMHANS): <https://nimhans.ac.in>
- 5 American Psychological Association: <https://www.apa.org>