GANPAT UNIVERSITY

FACULTY OF PHARMACY

Programme	Bachelor of Pharmacy	Branch/Spec.	General
Semester	I	Version	3.0.0.0
Effective from Academic Year	2026-27	Effective for the Batch admitted in	July 2026
Course Code	BP103T	Course Name	Healthcare Psychology and Communication Skills (Theory)

Scheme	Teaching Scheme (Per week)					Examination Scheme (Marks)			
	L	TU	P	TW	Total		CE	SEE	Total
Credit	1	0	0	--	1	Theory	20	30	50
Hours	1	0	0	--	--	Practical	-	-	-

Pre-requisites	Nil / Basic knowledge of Chemistry and Biology

COURSE OBJECTIVES

The objectives of this course are to:

1. Introduce the fundamental concepts and branches of psychology relevant to healthcare.
2. Help students understand human behavior, 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

On successful completion of the course, the students will be able to:

CO1	Explain the fundamental concepts of psychology and their relevance in healthcare settings.
CO2	Describe the stages of human development, personality traits, and behavioral responses associated with illness and recovery.
CO3	Apply effective communication models and techniques in clinical and interdisciplinary healthcare scenarios.
CO4	Demonstrate professional communication skills including active listening, empathetic interaction, and accurate clinical documentation.
CO5	Analyze psychological and behavioral interventions that promote mental health, treatment adherence, and stigma reduction.

Theory Syllabus

Unit	Content	Hrs.
I	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.	03
II	Developmental and Behavioural Psychology • Human developmental stages and healthcare needs. • Personality theories and patient interaction styles.	03

	• Psychological factors affecting illness perception and recovery. • Common psychological disorders in healthcare: anxiety, depression, and somatization. • Coping strategies, resilience, and stress management techniques.	
III	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.	03
IV	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.	03
V	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.	03

Text Books

1. Feldman, R.S. Understanding Psychology. McGraw-Hill Education, New York.
2. Taylor, S.E. Health Psychology. McGraw-Hill Education, New York.
3. Hargie, O. The Handbook of Communication Skills. Routledge, London.

Reference Books

4. Nevid, J.S., Rathus, S.A. and Greene, B. Psychology and the Challenges of Life. Wiley, New York.
5. Atkinson, R.L. et al. Introduction to Psychology. Wadsworth Publishing, Belmont.
6. Kumar, A. Communication Skills for Health Professionals. Jaypee Brothers Medical Publishers, New Delhi.
7. Park, K. Park's Textbook of Preventive and Social Medicine. Banarsidas Bhanot Publishers, Jabalpur.

ICT / MOOCs Reference

8. NPTEL – Health Communication and Psychology courses
9. WHO e-learning resources on patient communication

Mapping of CO with PO and PSO:	**PO1**	**PO2**	**PO3**	**PO4**	**PO5**	**PO6**	**PO7**	**PO8**	**PO9**	**PO10**	**PO11**	**PEO 1**	**PEO 2**	**PEO 3**	**PEO 4**	**PEO5**
CO1	1	-	-	-	-	2	1	1	2	-	1	2	-	1	3	1
CO2	2	-	1	-	1	1	2	-	3	-	2	1	-	2	2	2
CO3	2	-	-	-	1	1	3	2	1	-	1	1	-	1	3	1
CO4	1	1	-	-	-	3	3	1	1	-	2	1	-	1	3	1
CO5	2	1	2	-	1	1	2	-	2	-	1	1	-	2	1	1