



The Concept of Communication Skills in Medicine

**If you have any concerns, contact us:
professionalism433@gmail.com**

Done by: Malak ALMutairi & Reem ALMassoud.

Revised by: Nada Bindawood.



Slides



Important



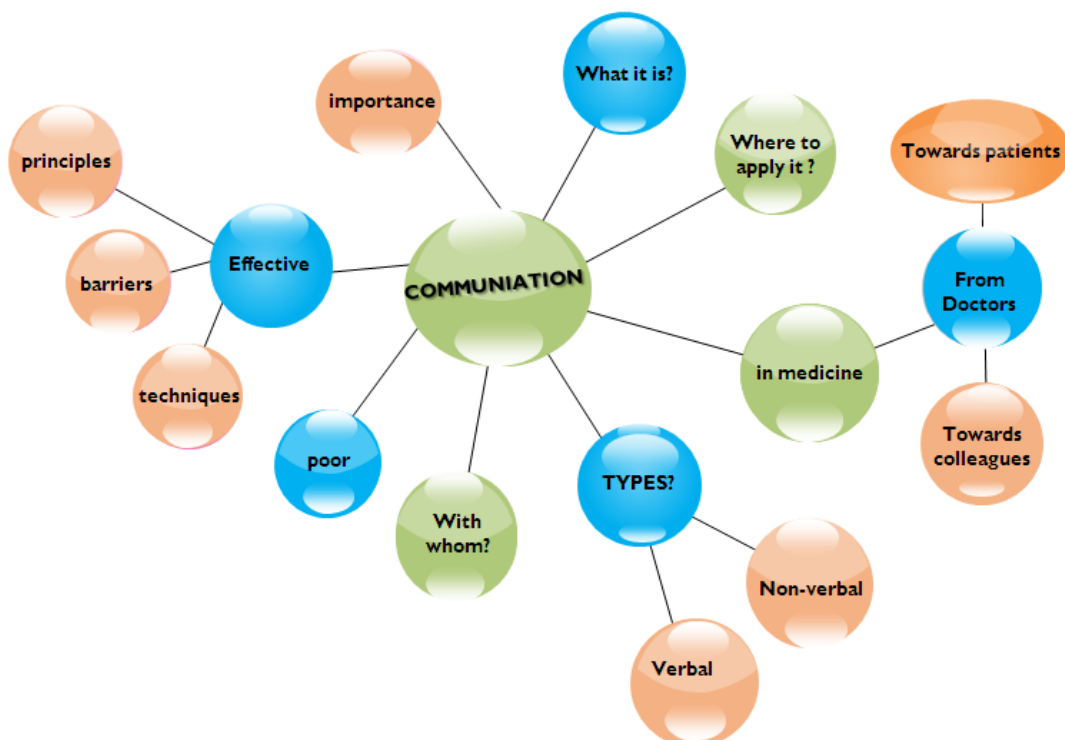
Explanation

Objectives and Mind Map

Objectives:

- Communication, its theory and types
- Principles of effective communication
- Importance of communication in medicine
- Barriers to effective communication and ways to overcome these barriers

Mind Map



What is Communication?

- Is the act by which information is shared between humans
- It is the process by which we relate and interact with other people.
- It includes listening & understanding with passion & respect as well as expressing views & ideas and passing information to others in a clear manner.

Communication theory:

Communication is a learned skill based on 3 pillars



Types of communication

Verbal = 35%	Non-verbal = 65%
<ul style="list-style-type: none">— <u>Speaking to the person</u><ul style="list-style-type: none">- Look straight in the eye- make eye contact- Show respect— <u>Clear message</u><ul style="list-style-type: none">- Relevant- Use understandable language- Support by illustrations if needed— <u>Good listener</u><ul style="list-style-type: none">- Allow others to understand the message and reply- Listen carefully- Make a dialogue and not one way instruction	<ul style="list-style-type: none">- Facial expressions- Tone of voice- Movement- Appearance- Eye contact- Gestures- Posture

Importance of communication

- **Effective** communication is the basis of mutual understanding & trust.
- **Poor** communication causes a lot of misunderstanding & hinders work & productivity.

Communication & medicine :

- Historically the emphasis was on the biomedical model in medical training which places more value on **technical proficiency** than on communication skills.
- Recently learning communication skills & evidence based practice **become the corner stones of modern medicine.**

What is required from Doctors?

Towards patients	Towards colleagues
<ul style="list-style-type: none">- Listen to patients and respond to their concerns and preferences.- Give patients information in way they can understand- Taking patient's views into consideration when assessing their condition- Respond to patients questions, keep them informed & share information .- You must make sure, wherever practical, that arrangements are made to meet patient's language and communication needs.- You must be considerate to relatives, carers and partners in providing information and support.	<ul style="list-style-type: none">- Communicate effectively with colleagues within and outside the team- Make sure your colleagues understand your role and responsibilities in the team and who is responsible for each aspect of patient care- You must treat your colleagues fairly and with respect.

Doctors need to learn essentials of good communication more than other professionals:

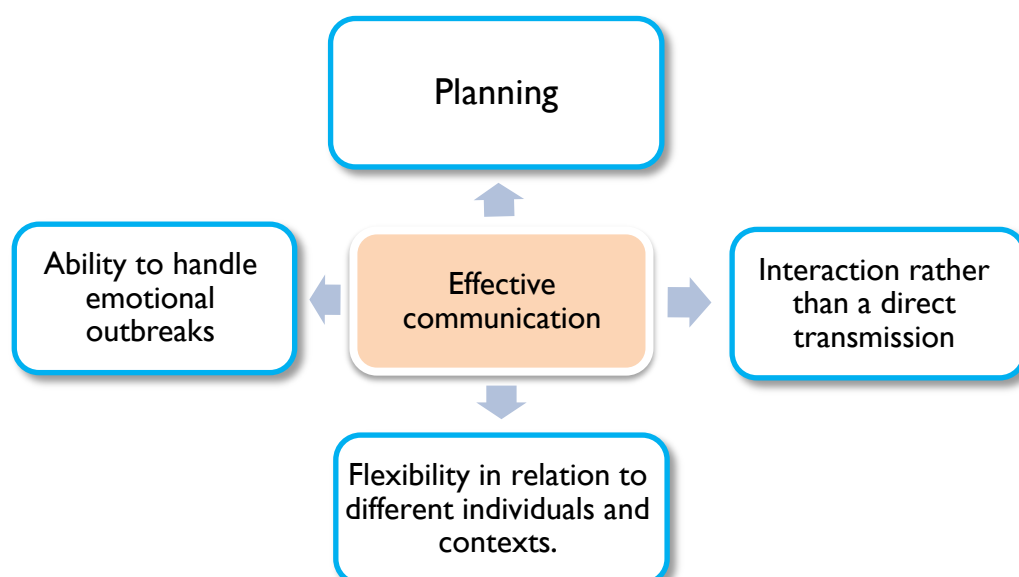
- Because **patients are humans** with sensitive needs.
- Doctors **cannot practice medicine** without effective communication skills.
- Poor communication **causes a lot of medico-legal and ethical problems.**



Where to apply our Communication skills?

- The medical interview is the usual communication encounter between the doctor and the patient.
- It can be classified according to the purpose of the interview into 4 types:
 1. History taking
 2. Consultations
 3. Obtaining informed consent
 4. Breaking bad news

Principles of effective communication:



Communication with peers:

- Mutual trust & respect
- Exchange information
- Ask your seniors

Communication & Medical care:

- Good communication should be established between the patient, the family and the treating multidisciplinary team.
- Patient & family should be encouraged to participate and verbalize in the ward round discussion about:
 - Offered medical care & treatment
 - Rehabilitation
 - Follow- up/re-admission plans
 - Doubts & worries.
- Proper information to patient and family regarding services available and how they can utilize them.

Communication skills: Some techniques:

- **PRACTICE**- fluent dialogue with patient
- **USE**- silence effectively, allowing patient enough time to express thoughts or feelings
- **ENCOURAGE**- patients with your supportive words
- **UTILIZE** - non-verbal communication

Listening vs Hearing

Hearing	Listening
<ul style="list-style-type: none">- A passive activity; no effort	<ul style="list-style-type: none">- Attention- Active involvement,- Full understanding- Takes time and effort

Barriers to effective communication:

- Personal attitudes
- Ignorance
- Human failings (tiredness, stress)
- Language
- Poor time management
- Strenuous working environment

Conclusion:

- Effective communication is the **key to success** in professional career.
- Good communication is essential for proper doctor-patient relationship and **help avoids problems of misunderstanding.**

Questions

1. **Where to apply our Communication skills as doctors?**

- A. History taking
- B. Breaking bad news
- C. Consultations
- D. All of the above.

2. **Which one of the following considered as a Barrier to effective communication:**

- A. Good time management
- B. Personal attitudes (listen, respect)
- C. Human failings (tiredness, stress)

I.D 2.C

Quiz

- What are the two broad types of communication?
- Do you think doctors need good communication skills? Give one reason.
- Please mention two outcomes\benefits of effective communication.