

Communication Heart of consultation

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Outline

- What is communication in clinical practice?
- Importance of communication
- Expectation in consultation (doctor and patient
- Concerns and barriers
- What can be done about it?

What is communication in clinical practice

*Gathering information by listening to make accurate diagnosis ^[1,2,3,4]

*Providing information by counselling, educating and advising the patient^[1,2,3,4]

*Shared decision making about the treatment ^[1,2,3,4]



Why is it important?

- The purpose of consultation is to improve the patient's clinical outcome^[5,6]
- Main ingredient in consultation is communication
- Patients live in their bodies and they have the crucial information necessary to make an accurate diagnosis and the best treatment plan^[5,6]

Why is it important? cont'd

- Central to providing patient centred care and quality healthcare
- Empowers and equips patients
- Dignifies healthcare

Effective doctor-patient communication is linked to:

- Improved clinical outcomes
- Improved treatment adherence
- Reduced risk of malpractice claims



Expectation conversation

- From patient:
- Truthfulness
- Respect
- Coordination
- From doctor:
- Patience
- Attentive listening
- Compassion
- Empathy

WATCH: 'Shut up, I don't speak to women' - female doctor threatened at Krugersdorp hospital

2018-08-02 19:54

lavan Pijooos

news24



What are my concerns?

- Dehumanization in medicine
- Morally disengaged doctors
- Dissatisfied angry patients and caregivers
- Increasing malpractice claims
- Increasing indemnity costs

What are my concerns cont'd

- Retrospective review of case reports from Medical Protection Society casebook
- 44% of the cases are due to ineffective communication

Disturbing study finds doctors stop listening to patients after just 11 seconds

07/23/2018 / By Isabelle Z.



Barriers

- Language
- Doctor to patient ratio
- Cultural beliefs
- Ethnicity
- Burnt out doctors

What can be done about it?

- Ensure patient understands by asking open-ended questions
- Focus on the patient and attentively listen
- Be empathetic and cultivate a teachable heart
- Sensitivity
- Self-awareness and duty to self-care

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Questions

