

Chapter 69

Clinical Communication in the Aspect of Development of New Technologies and E-Health in the Doctor–Patient Relationship

Aleksandra Rosiek-Kryszewska

*Nicolaus Copernicus University in Toruń,
Poland*

Anna Rosiek

*Nicolaus Copernicus University in Toruń,
Poland*

Łukasz Leksowski

*Nicolaus Copernicus University in Toruń,
Poland*

Krzysztof Leksowski

*Nicolaus Copernicus University in Toruń,
Poland & Military Clinical Hospital No. 10,
Poland*

Aleksander Goch

Nicolaus Copernicus University in Toruń, Poland & Military Clinical Hospital No. 10, Poland

ABSTRACT

Patient-clinician communication presents the views of several national authorities on the principles and expectations of shared decision-making between patients and their healthcare providers, including doctors, and nurses and oncology nurses. In this chapter authors focus on the communication challenges facing doctors who trained in medical environment in Poland, in order to prepare communications training designed specifically for doctors and to illustrate how a close analysis of professional discourse can be transferred to work environments beyond the medical world. Authors draw attention to clinical roles performed by medical staff practicing locally and trained doctors.

INTRODUCTION

Clinical Communication Skills

Issues related to health have become increasingly critical and complex in our society; and the link between communication and health is increasingly recognized as a crucial element for improving personal

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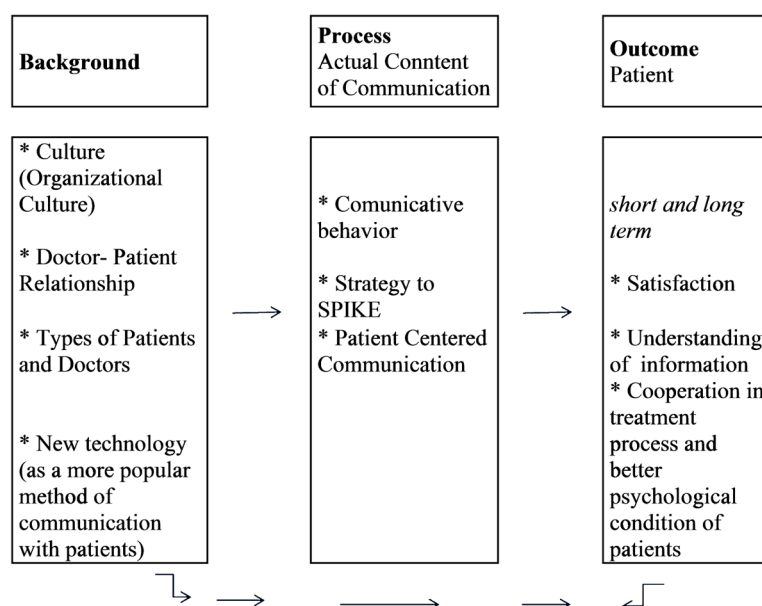
and public health (Piotrow, Kincaid, Rimon, Rinehart, & Samson., 1997; Dutta, 2008). Health communication contributes to disease prevention and health promotion, doctor-patient relations, the design of public health campaigns, dissemination of health risk via the mass media, and change in individual and public attitudes and behaviors. For individuals, effective health communication can help raise awareness of health risks and equip them with skills to reduce these risks. For the public, health communication strategies can influence the public agenda, advocate for policies and programs, promote positive changes in attitudes and environments, improve the delivery of public healthcare services, change the social climate to encourage healthy behaviors, and endorse beliefs, values and social norms that benefit health and quality of life in general.

Poor communication and handovers between clinicians can lead to patients receiving the wrong treatment to delays in diagnosis and to life threatening adverse events, as well as to an increase in patient complaints, health care expenditure and length of hospital stay (Haig, Sutton & Whittington, 2006; WHO, 2007; Brown, 2004; Joint Commission Perspectives on Patient Safety, 2005). Because of that the new studies could also give insight into how ‘disease characteristics’ influence doctor-patient communication, for example how chronic, life-threatening diseases influence the communicative behaviors of physicians. Clinical communication demands some changes in both doctors’ and nurses’ behaviors and in hospital’s an organizational culture. Describing this subject, the most important goal would be to establish a systematic theory of doctor-patient communication. Such a theory would relate background, process and outcome variables. These are presented in detail in Figure. 1.

Starting with the relationship between background and process variables, cultural variations appear to have an effect on the information - giving behavior of physicians (Holland, Geary, Marchini & Tross, 1987). For example telling the truth to a patient in the case of cancer diagnosis may be considered humane in one culture and cruel in another (Holland, Geary, Marchini & Tross, 1987). There is however

Figure 1. Background, process and outcome variables

Sources: Author’s own study based on Buchman (2005), *Breaking bad news: the S-P-I-K-E-S strategy*. *Commun. Oncol.* 2005; 2:138–142 with authors own modifications



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