

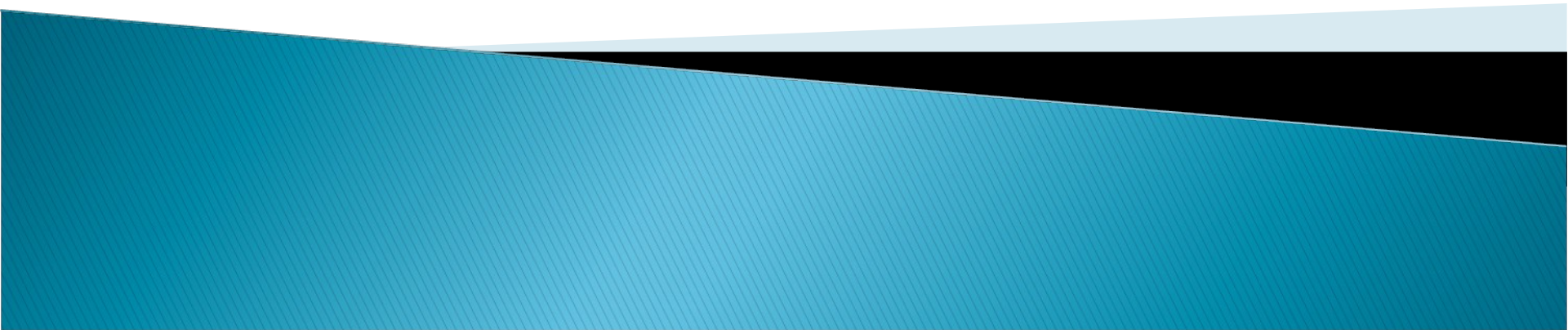
# Communication Skills

3<sup>rd</sup> year medical students

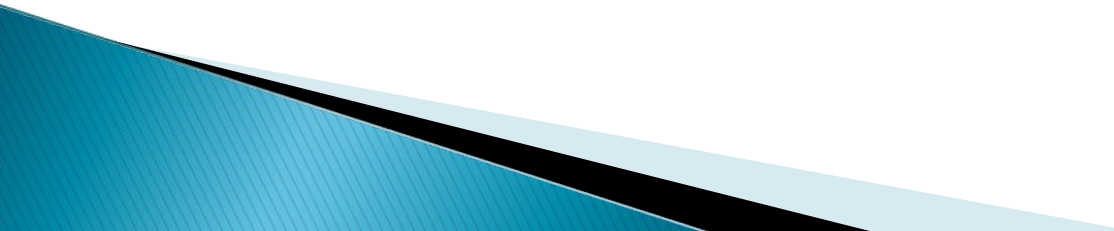
Dr Zoe Palmer

Umodzi Palliative Care Team for Children

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# Good communication starts with listening.....

- ▶ Who do you know that is a good listener?
  - ▶ What makes them a good listener?
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# How can doctors listen well?

Sit down – eye level

No interruptions

Allow pauses

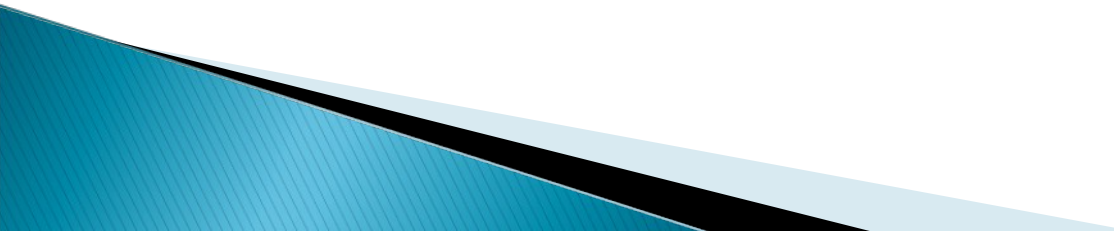
Facilitatory noises

Paraphrase

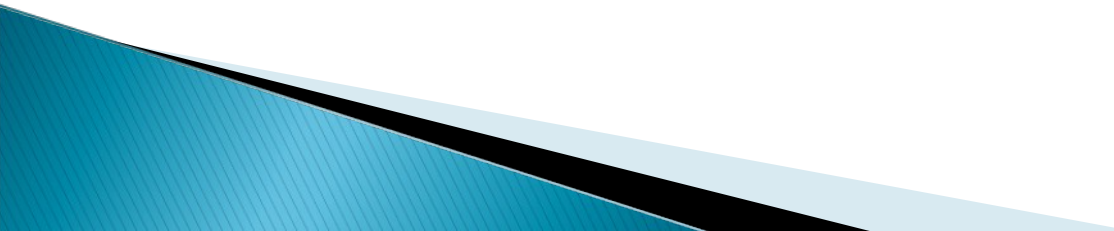
Ask for worries

Open questions

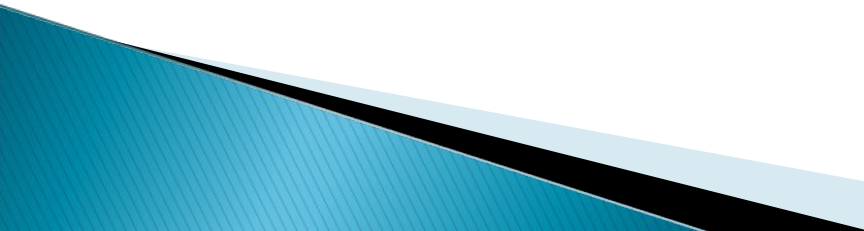
# Objectives

- ▶ Identify alternative words for medical terms
  - ▶ Use role plays to
    - demonstrate and recognise active listening skills
    - Practise communicating with simulated patients, avoiding jargon
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# Example medical terms

- ▶ Hydrocephalus
  - ▶ Heart failure
  - ▶ Oxygen
  - ▶ Cancer
  - ▶ Chemotherapy
  - ▶ Biopsy
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# Role plays – what are you looking for?

- ▶ Introduces self and reason for coming
  - ▶ Ask for patient's understanding and worries
  - ▶ Number /type of facilitatory noises, gestures
  - ▶ Interruptions?
  - ▶ Open questions
  - ▶ Eye contact
  - ▶ Paraphrasing the patients comments
  - ▶ Use of jargon
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# Role play feedback rules

- ▶ Feedback order
  - 1. doctor
  - 2. patient
  - 3. observer

Make constructive criticisms with suggestions for doing it differently

Evaluate please

