

BÖLÜM 5

Hasta - Hemşire İletişimi

Dr. Öğr. Üyesi İrem ÖZEL¹

Öğrenme Hedefleri

- Bu bölümü okuyan birey,
- Etkili iletişimin özelliklerini tanımlar
- Hasta ve hasta yakınları ile iletişime yönelik yapılandırılmış bir yaklaşım geliştirir
- Hastalarla ve hasta yakınlarıyla hassas konuları ele almak için stratejiler geliştirir
- Zor durumlarda etkili iletişim kurmak için farklı teknikleri tanımlar.

İÇERİK

- > Giriş
- > Hasta ile İlişki Kurma
- > Hasta Yakınları ile İlişki Kurma
- > Hasta ile Bilgi Alışverişi Yapma
- > Hasta Yakınlarıyla Bilgi Alışverişi Yapma
- > Hasta-Hemşire İletişimi
- > Hasta Yakını-Hemşire İletişimi

¹ İstanbul Galata Üniversitesi, Sağlık Bilimleri Fakültesi, Hemşirelik Bölümü, dr.iremozel@gmail.com, irem.ozel@galata.edu.tr

Konuyla İlgili Film Önerileri

The Doctor (1991)

Shutter Island (2010)

Guguk Kuşu (1975)

Konuyla İlgili Kitap Önerileri

Sessiz Hasta (2021)

Sağlık Profesyonelleri İçin İletişim (2020)

KAYNAKLAR

1. Wiemann J. Foreword. In: Greene JO, Burlison BR, editors. *Handbook of Communication and Social Interaction Skills*: Routledge; 2003. p. ix-xi.
2. Hannawa AF, Spitzberg BH. *Communication competence*: Walter de Gruyter GmbH & Co KG; 2015.
3. Hargie O. *Skilled interpersonal communication: Research, theory and practice*: Routledge; 2021.
4. Müller R, Peter C, Cieza A, et al. Social skills: a resource for more social support, lower depression levels, higher quality of life, and participation in individuals with spinal cord injury? *Archives of physical medicine and rehabilitation*. 2015;96(3):447-455.
5. National Communication Association. *What is communication?* [Available from: <https://www.natcom.org/about-nca/what-communication>].
6. Harrington NG. Health Communication: An Introduction to Theory, Method, and Application. In: Harrington NG, editor. *Health communication: theory, method, and application*: Routledge; 2015. p. 9.
7. Dept HS, Staff HSD, Health É-UDo, et al. *Healthy People 2010: Tracking Healthy People 2010*: US Government Printing Office; 2000.
8. Bass SB, Maurer L. Creating Meaningful Health Communication. In: Parvanta C, Bass S, editors. *Health Communication: Strategies and Skills for a New Era: Strategies and Skills for a New Era* Jones & Bartlett Learning; 2020. p. 85-101.
9. Schöpf AC, Martin GS, Keating MA. Humor as a communication strategy in provider-patient communication in a chronic care setting. *Qualitative Health Research*. 2017;27(3):374-390.
10. Parvanta C. *Health Communication: Strategies and Skills for a New Era: Strategies and Skills for a New Era*. Parvanta CF, Bass SB, editors: Jones & Bartlett Learning; 2020.
11. Gündüz Hoşgör D. İletişim ve Sağlık İletişimi [Yüksek Lisans]. İstanbul: Beykent Üniversitesi; 2014.
12. Sağlık Bakanlığı. Hemşirelik Yönetmeliği. Resmi Gazete2010. p. 20100308-20100304.

13. Taylan S, Sultan A, KADIOĞLU S. Hemşirelik rolleri ve özerklik. *Hemşirelikte Araştırma Geliştirme Dergisi*. 2012;14(3):66-74.
14. Tamura-Lis W. Teach-Back for quality education and patient safety. *Urologic nursing*. 2013;33(6):267-271, 298.
15. DiMatteo MR. Variations in patients' adherence to medical recommendations: a quantitative review of 50 years of research. *Medical care*. 2004;42(3):200-209.
16. Nieuwlaat R, Wilczynski N, Navarro T, et al. Interventions for enhancing medication adherence. *Cochrane database of systematic reviews*. 2014(11):CD000011.
17. Peterson AM, Takiya L, Finley R. Meta-analysis of trials of interventions to improve medication adherence. *American Journal of Health-System Pharmacy*. 2003;60(7):657-665.
18. Zolnierek KBH, DiMatteo MR. Physician communication and patient adherence to treatment: a meta-analysis. *Medical care*. 2009;47(8):826.
19. Alperstein D, Sharpe L. The efficacy of motivational interviewing in adults with chronic pain: a meta-analysis and systematic review. *The Journal of Pain*. 2016;17(4):393-403.
20. Miller WR, Rollnick S. *Motivational interviewing: Helping people change*: Guilford press; 2012.
21. Palacio A, Garay D, Langer B, et al. Motivational interviewing improves medication adherence: a systematic review and meta-analysis. *Journal of general internal medicine*. 2016;31(8):929-940.
22. Hoppe MH. *Active Listening: Improve Your Ability to Listen and Lead, (French)*: Center for Creative Leadership; 2018.
23. Bakanlığı ME. Hasta Yakınlarıyla İletişim. In: Bakanlığı ME, editor. *Sağlıkta İletişim*. Ankara2015. p. 18-28.
24. Cobos B, Haskard-Zolnierek K, Howard K. White coat hypertension: improving the patient–health care practitioner relationship. *Psychology research and behavior management*. 2015;8:133.
25. Dawson-Rose C, Cuca YP, Webel AR, et al. Building trust and relationships between patients and providers: an essential complement to health literacy in HIV care. *Journal of the Association of Nurses in AIDS Care*. 2016;27(5):574-584.
26. Peng FB, Burrows JF, Shirley ED, et al. Unlocking the doors to patient satisfaction in pediatric orthopaedics. *Journal of Pediatric Orthopaedics*. 2018;38(8):398-402.
27. Theis RP, Stanford JC, Goodman JR, et al. Defining 'quality' from the patient's perspective: findings from focus groups with Medicaid beneficiaries and implications for public reporting. *Health Expectations*. 2017;20(3):395-406.
28. Hojat M. *Empathy in health professions education and patient care*. Cham, Switzerland: Springer; 2016.
29. Goleman D. Emotional intelligence. Why it can matter more than IQ. *Learning*. 1996;24(6):49-50.
30. Riess H, Kraft-Todd G. EMPATHY: a tool to enhance nonverbal communication between clinicians and their patients. *Academic Medicine*. 2014;89(8):1108-1112.
31. Derksen F, Bensing J, Lagro-Janssen A. Effectiveness of empathy in general practice: a systematic review. *British Journal of General Practice*. 2013;63(606):e76-e84.
32. Roter D. The enduring and evolving nature of the patient–physician relationship. *Patient education and counseling*. 2000;39(1):5-15.

33. Silverman J, Kurtz S, Draper J. *Skills for communicating with patients*: crc press; 2016.
34. Watzlawick P, Bavelas JB, Jackson DD. *Pragmatics of human communication: A study of interactional patterns, pathologies and paradoxes*: WW Norton & Company; 2011.
35. Baile WF, Buckman R, Lenzi R, et al. SPIKES—a six-step protocol for delivering bad news: application to the patient with cancer. Oxford University Press; 2000. p. 302-311.
36. Back AL, Arnold RM, Baile WF, et al. Efficacy of communication skills training for giving bad news and discussing transitions to palliative care. *Archives of internal medicine*. 2007;167(5):453-460.
37. Schell JO, Green JA, Tulskey JA, et al. Communication skills training for dialysis decision-making and end-of-life care in nephrology. *Clinical Journal of the American Society of Nephrology*. 2013;8(4):675-680.
38. Koenig H, Koenig HG, King D, et al. *Handbook of religion and health*: Oup Usa; 2012.
39. Best M, Butow P, Olver I. Doctors discussing religion and spirituality: a systematic literature review. *Palliative medicine*. 2016;30(4):327-337.