

19. BÖLÜM

Acil Servis Konsültasyonu: Hasta Sonuçlandırmayı İyileştirmek İçin Hekim- Hekim İletişimini Öğrenme

Chad S. Kessler^{1,2,3,4}, Yalda Afshar⁵, and Albert C. Vien⁵

D1Emergency Medicine, Jesse Brown VA Hospital, University of Illinois at Chicago College

of Medicine, Chicago, IL, USA

2Department of Emergency Medicine, University of Illinois at Chicago College of

Medicine, Chicago, IL, USA

3Department of Medical Education, University of Illinois at Chicago College of

Medicine,

Chicago, IL, USA

4Department of Internal Medicine, University of Illinois at Chicago College of

Medicine,

Chicago, IL, USA

5University of Illinois at Chicago College of Medicine, Chicago, IL, USA

Çeviri: Doç. Dr. Bülent ERBİL

Giriş

Sinerji—işler uyumlu bir şekilde birlikte yapıldığında elde edilen bonustur.

-Mark Twain

“Bilgi (enformasyon)” ve “iletişim” gibi iki kelime birbirinin yerine kullanılır, ancak oldukça farklı şeyler ifade ederler. Bilgi verilir; iletişimde temasa geçilir.

-Sydney J. Harris

Meslekten bağımsız olarak başkaları ile birlikte eşzamanlı çalışırken, etkili iletişim başarılı sonuç için hız sınırlayıcı bir faktördür [1]. Sağlık

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Özet Noktalar:

- 1 Konsültasyonlar ve iletişim hasta bakımı, tıbbi hatalar ve AT eğitimi ile yakından ilişkilidir.
- 2 Konsültasyonlar standart bir yöntemle sahip olmamakla birlikte, taksonomisi katmanlaşmış ve çok sayıda personeli içerir.
- 3 Başarılı konsültasyonlar ve iletişimin önündeki engeller hekimler için eğitim eksikliği, AS'in çevresi ve personelin yetenekleridir.
- 4 Konsültasyonların iyileştirilmesi tıbbi personel tarafından standartlaşmış süreç ve özel eylemleri gerektirir.
- 5 Beş C'nin modeli standartlaştırılmış bir konsültasyon yöntemi sağlar.
- 6 Gelecekteki AT araştırmalarının odağı, eğitim çıktıları yerine hasta bazlı sonuçları içermelidir.

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