

BÖLÜM 1



SAĞLIK HİZMETLERİNDE İLETİŞİM

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Öğrenme Hedefleri

- ◆ İletişim kavramını tanımlayabilme
- ◆ İletişim ile bakım kalitesi arasındaki ilişkiyi açıklayabilme
- ◆ İletişim sürecinin aşamalarını sıralayabilir ve birer örnekle açıklayabilme
- ◆ Sözlü, sözsüz ve paraverbal iletişime birer örnek vererek açıklayabilme
- ◆ İletişimi etkileyen faktörlere birer örnek vererek açıklayabilme
- ◆ Uygulama alanlarında bireye bakım verirken terapötik iletişimin temel öğelerini etkin bir şekilde kullanabilme
- ◆ Hasta bireye bakım verirken terapötik iletişim becerilerini kullanmada isteklilik gösterme
- ◆ Bakım esnasında kullandığı iletişim becerilerinin hasta birey üzerindeki etkisinin farkında olma
- ◆ Hasta ile etkili iletişimin birey, aile, toplum ve sağlık sistemine sağlayacağı yararları ve aralarında ilişki kurarak sentezleyebilme.

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Kaynaklar

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