



Health Communication for Health Care Professionals: An Applied Approach

Michael P., Dr., PhD, PA-C Pagano

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Promotes multidimensional learning of health care communication skills

According to the Joint Commission, over 75% of all serious medical errors in this country result from miscommunication. Based in these adverse realities and philosophy that communication is a clinical skill integral to effective health care delivery, this comprehensive text addresses the theories and abilities needed by all health care providers to be effective communicators. The only text written specifically for students of nursing, medicine, physical therapy, pharmacy, dentistry, physician assistants and opticians, the work incorporates multimedia, suggestions for class discussion, and interactive case studies to provide a rich and multi-perspective learning experience for gaining optimal expertise in effective communication.

The author underscores the importance of developing and maintaining good relationships with patients, peers, and colleagues as a cornerstone of effective health care. With an emphasis on interactive learning, the text utilizes communication theories to analyze verbal and non-verbal behaviors in diverse health care contexts and assess which are more effective and why. In addition, the author suggests a variety of media, case study role-plays and links to journal articles, current health care related news stories, additional readings, and patient records texts to enhance the learning objectives for each chapter. Summaries at the end of each chapter discuss health communication, provider-patient communication, intercultural communication, organizational communication, team communication, malpractice, palliative care, end-of-life communication, and many other topics.

Key Features:

- Fosters a multidimensional learning experience for health care students

- Recommendations for experiential learning using videos, films, and related discussion exercises
- Presents case study role-plays
- Provides companion case study resource to enhance learning objectives

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