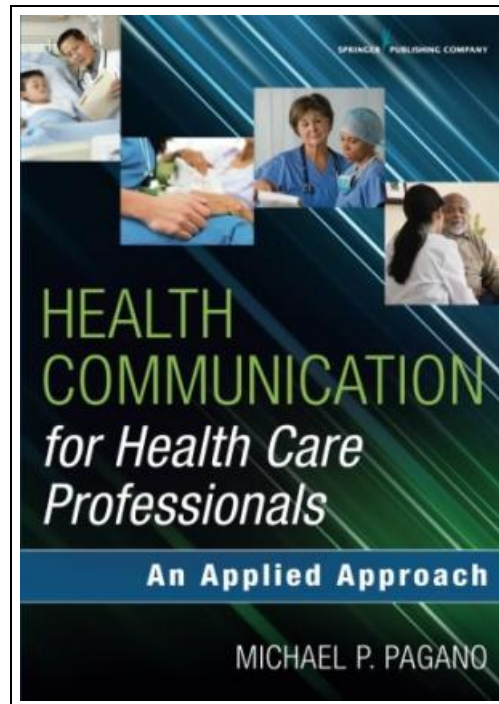


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Springer Publishing Co Inc, United States, 2016. Paperback. Condition: New. Language: English . Brand New Book. According to the U.S. Joint Commission, over 75 of all serious medical errors result from miscommunication. Based in these adverse realities and philosophy that communication is a clinical skill integral to effective health care delivery, this comprehensive book addresses the theories and abilities needed by all health care providers to be effective communicators. The only book written specifically for students of nursing, medicine, physical therapy, pharmacy, dentistry, physician assistants and opticians, it 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, it utilises communication theories to analyse verbal and non-verbal behaviours 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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