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Titolo	New horizons in patient safety : understanding communication : case studies for physicians // Annegret F. Hannawa ; contributing authors, Albert W. Wu, Robert S. Juhasz
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ISBN	3-11-045501-3 3-11-045410-6
Descrizione fisica	1 online resource (274 pages) : illustrations, tables
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Soggetti	Communication in medicine Electronic books.
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Formato	Materiale a stampa
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Frontmatter -- Foreword -- List of Abbreviations -- Contents -- Preface -- Part I: Principles and challenges of healthcare quality, patient safety, and interpersonal communication -- 1. Principles of healthcare quality and patient safety / Wu, Albert W. / Juhasz, Robert S. -- 2. Myths and truths of human communication / Hannawa, Annegret F. -- 3. Communication topics in healthcare quality and patient safety / Hannawa, Annegret F. -- 4. Interpersonal communication: Challenges, processes, and issues / Hannawa, Annegret F. -- 5. The Hannawa SACCIA Typology of Communication Errors in Healthcare / Hannawa, Annegret F. -- 6. Lessons from communication science / Hannawa, Annegret F. -- Part II: Case studies across six stages of care -- Stage 1: Medical history taking -- Stage 2: Diagnosis -- Stage 3: Treatment planning -- Stage 4: Storage -- Stage 5: Treatment execution -- Stage 6: Post-treatment care -- Concluding thoughts -- Bibliography -- Answer Key -- Index
Sommario/riassunto	This case studies book is a unique, practical, cutting-edge, and indispensable go-to resource for front-line practitioners and educators in medicine. Each case study (chapter) is framed by a set of introductory learning objectives, an evaluation section, thought-

provoking discussion questions, and references to further readings. Furthermore, the book is conveniently organized along the continuum of medical care delivery, providing quick access to ad-hoc solutions in safety- and quality-compromised situations, illustrating how skillful communication can be the key to a more effective prevention, intervention, and response to "close calls" and adverse events. The case studies book is unique and innovative in its interdisciplinary integration of the contemporary literature in communication science with current "hot buttons" of patient safety. It manifests a valuable interdisciplinary collaboration by translating the basic tenets of human communication science for practitioners of medicine, providing a conceptual, evidence-based foundation for formulating communication-based practice guidelines to advance patient safety and quality of care. The case studies put communication theory into practice to facilitate experiential learning, granting insights into the breadth and diverse aspects of safe and high quality healthcare delivery. Thought-provoking discussion questions and references for further reading make this book a valuable reference for medical practitioners across the world.
