



Interdisciplinary Communication

Presenter:

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Objectives

- Identify various communication skills necessary for success in the workplace
- Review effective communication techniques and the types of communication
- Differentiate between verbal, written, non-verbal and visual communication techniques
- Distinguish the difference between active and passive listening
- Discuss how effective communication is a key component of healthcare delivery
- Describe what interdisciplinary communications are within the healthcare setting
- Review an example of an interdisciplinary team communication framework

Communication Skills

Communication is a process and involves multiple steps including:

- Listening
- clarifying
- being concise in your response

In order for communication to be effective one must:

- Display confidence
- Be open-minded
- Have respect for their audience
- Show empathy



Interpersonal vs. Intrapersonal Skills

To successfully deliver communication via one of the methods mentioned above, the communicator must acquire an understanding of specific skills required to convey a conversation between two or more people.

- Interpersonal (active listening, problem-solving, empathy, etc.)
- Intrapersonal (verbal & non-verbal communication, listening, manners.)

Key aspect of communication is **questioning** what is being communicated.

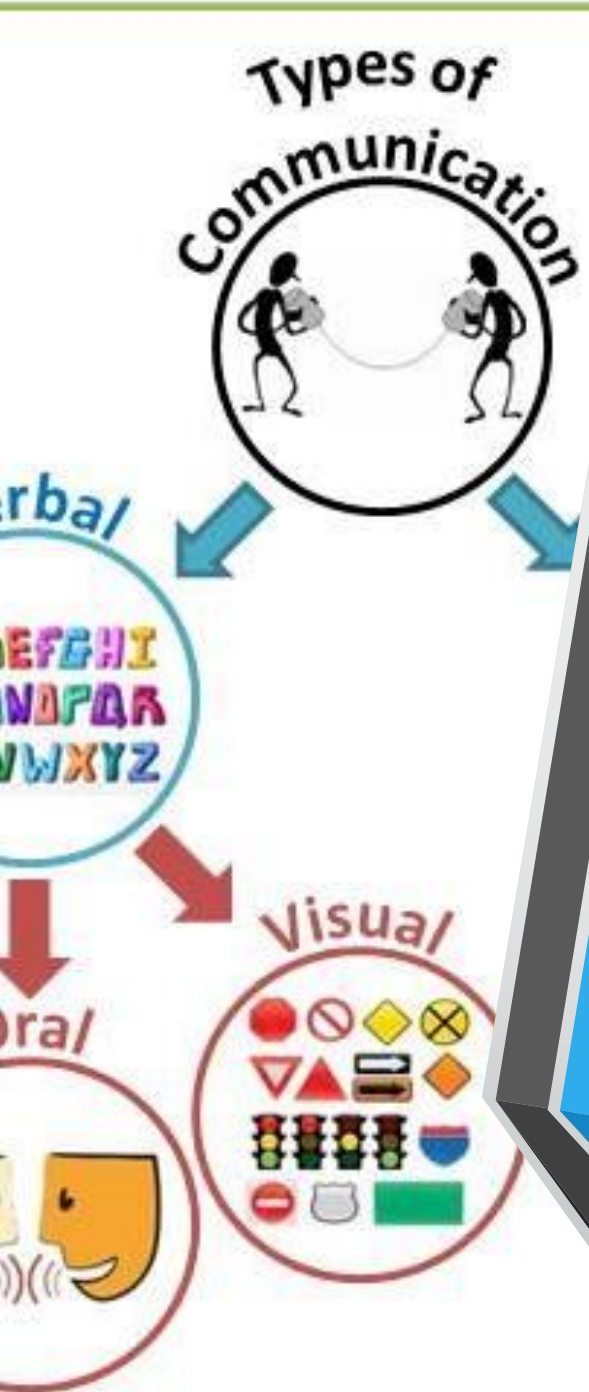
Communication is a two-way process and includes actions of all parties involved.



Communication Techniques

Effective communication techniques include, but may not be limited to, the following:

- Being relatable
- Emphasizing key points
- Utilizing repetition
- Applying a sense of humor
- Active listening
- Timely response
- Including analogies
- Adaptability
- Customizing communication style to match audience
- Documenting meeting minutes
- Asking questions



Types of Communication

The most common types of communications include:

- Verbal – auditory, anything heard
- Written – typed, written or electronically created
- Non-verbal – body language and gestures
- Visual – physical and paralanguage

Verbal Communication

A few examples of verbal communication utilized today, with the benefits of available information technology, include:

- Phone
- Videoconferencing
- instant messaging
- voice chat

NOTE: Standard face-to-face meetings are an excellent means of communication that incorporates both verbal and non-verbal cues.



Written Communication

- Written communication is a critical method used daily in the healthcare setting.
- This form of communication involves any format of writing or typing of words.
- The means in which written communication has drastically increased with the presence of electronic tools and can include social media, email, letters (written or typed), and documenting in a shared electronic system such as **Electronic Medical Records (EMR)**.

Non-Verbal Communication

Non-verbal communication involves any form of body movement, stances and/or gestures.

Non-verbal communication requires the presenter to:

- Be aware of what you are doing with your hands
- How you stand
- Your facial expression
- Tone of voice
- Use of touch

Visual Means of Communication



Visual means of communication include physical appearance such as:

- style of grooming
- Clothing
- accent pieces such as jewelry

Visual also refers to the space in which a message is delivered including:

- Landscapes, Paintings, Symbols

Effective communication can be delivered through:

- Visually acceptable presentations
- Document handouts
- Specifically designed signs portraying the purpose of the message being delivered

	Definition	Communication	Listener Reaction	Activities
Active Listening	Fully engage; reacts to speaker	Two-way	Uses non-verbal cues, comments, questioning	Analyzes, evaluates, summarizes
Passive Listening	No reaction, just listens	One way	None	Just listens

Active vs. Passive Listening

Communication in HealthCare

The reason communication is key to the success in the healthcare industry is due to the extremely complex network of professionals involved in the delivery of patient care.

Taking communication to the next level within the healthcare industry welcomes the idea of **interdisciplinary communication**.

Interdisciplinary communication involves all of the communication techniques we discussed INCLUDING applying critical thinking skills and an understanding of the levels of discipline among other professionals, leaders, and other staff members.

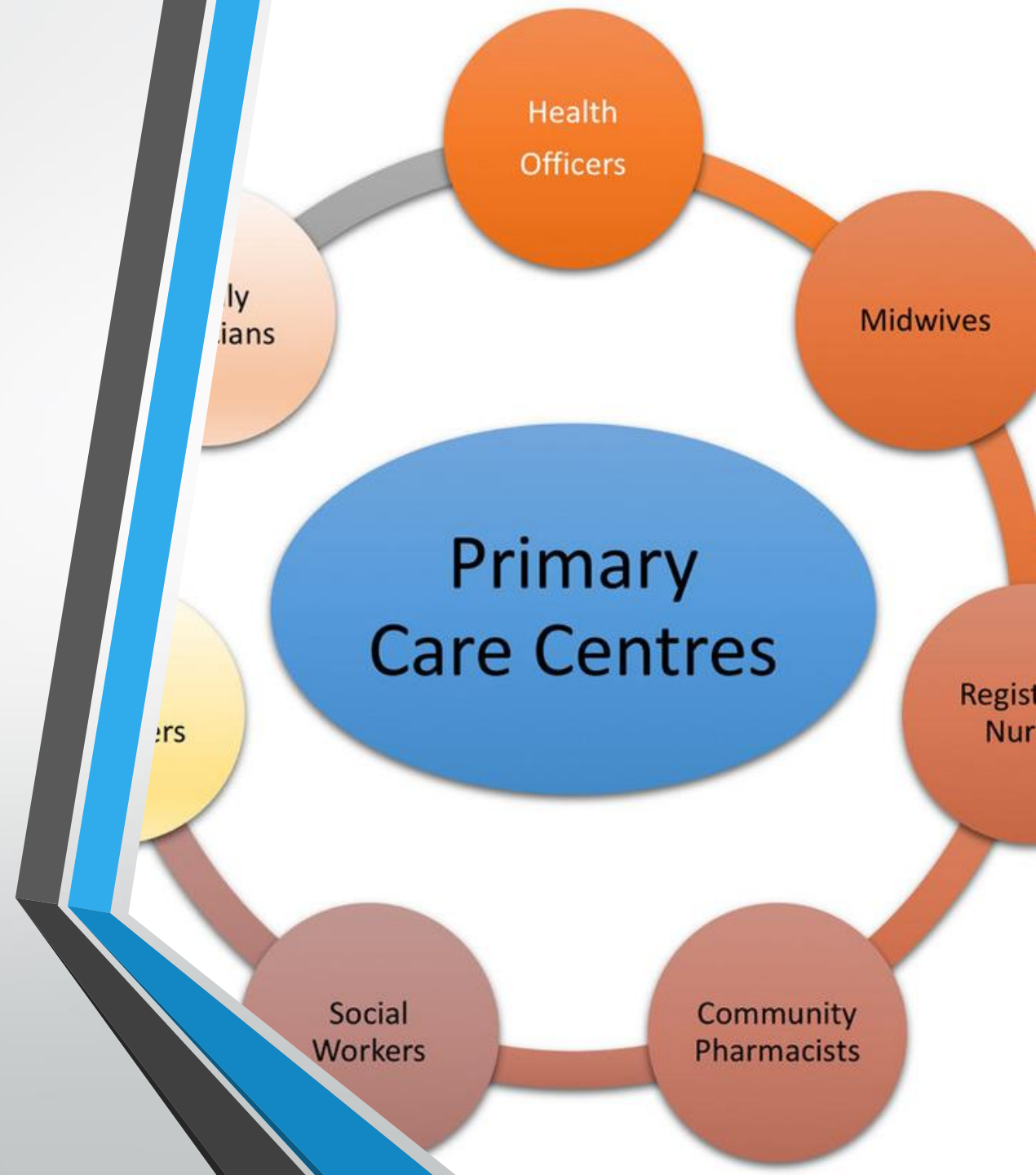
Interdisciplinary Communication

- Disciplines within healthcare are defined as branches or domains of knowledge, instruction or education.
- Disciplines are defined and shaped by variables including practice setting, patient population, type of services rendered, and scope of practice.
- Disciplines within a hospital setting will vary in comparison to ancillary services including medical offices, laboratory or imaging facilities.



Effective Communication

- The most effective communication is built by combining efforts from multiple disciplines in order to meet a common outcome or goal.
- Another concept of interdisciplinary communication is the effort to help break down barriers related to structural and cultural issues.
- Developing an interdisciplinary team framework within the healthcare setting takes time, creativity and feedback from each person involved.



Team Communication Framework

By utilizing the communication methods of writing, speaking, visual and non-verbal as well as implementing critical thinking skills, research on common goals and breaking down barriers, a team utilizing interdisciplinary communication can be very successful.

Today's example of a team communication framework will include the Integrated Care Program at Health First Medical Group. This program includes the following disciplines:

- Medical Provider (MD, DO)
- Mid-Level Provider (APRN, PA)
- Clinical Staff (RN, LPN, CMA)
- Pharmacist
- Case Manager
- Representative from HFHP
- Patient & Family

Conclusion

The use of a combination of various communication methods and delivery techniques, active versus passive listening, how effective communication is key in the healthcare setting and the concept of interdisciplinary communication.

The future will continue to require the utilization of technology in an attempt to communicate with a large patient population and by applying interdisciplinary communication a combined effort to deliver high-quality patient care is achievable.

Communication is key, and without effective communication fully satisfying the needs of our patients and communities is not likely.



Resources

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Question & Answer

