



Health Communication for Health Care Professionals: An Applied Approach

Dr. Michael P. Pagano PhD PA-C

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PhD PA-C

Promotes an interdisciplinary approach to the study of health communication

According to the Joint Commission, over 75% of all serious medical errors in this country result from miscommunication. Based in these adverse realities and the author 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. The only text written specifically for students of nursing, medicine, physical therapy, pharmacy, dentistry, physician assistants and opticians, this book incorporates recommendations for specific multimedia, suggestions for class discussion and interactive case studies to provide a rich and multi-perspective learning experience for gaining optimal expertise in effective health communication

The author underscores the importance of developing and maintaining successful relationships with patients, peers, and colleagues as a cornerstone of effective health care outcomes. 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. Summaries at the end of each chapter discuss health communication outcomes. Chapters cover interpersonal and gendered 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 patient-centered, interdisciplinary, multidimensional learning experience for health care students
- Recommends 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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