

EVALUATION OF COMMUNICATION BETWEEN PHYSICIANS AND PATIENTS IN ASTANA HOSPITAL №1

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INTRODUCTION

Communication between patients and health care providers is important for effective care. Miscommunication often stems from discrepancies in expectations of both health care professionals and patients due to cultural and historical influences. We investigated the degree to which health care providers (doctors and nurses) and patients in Kazakhstan believe that interaction between doctors and patients should be doctor- or patient-centered.

MATERIALS AND METHODS

We conducted a cross-sectional study of 163 patients and 176 health care providers (71 doctors and 105 nurses) in a general hospital in Astana, Kazakhstan. The subjects completed a structured questionnaire containing the Patient-Practitioner Orientation Scale (PPOS)¹, and scales assessing life and job satisfaction, effort-reward balance of healthcare professionals, and the patients' perceptions of communication practices.

RESULTS AND DISCUSSION

An overwhelming majority of doctors (81.7%), nurses (88.1%) and patients (92.3%) were doctor-oriented without significant relationships to the other variables. However, higher PPOS among patients (indicating preference for patient-oriented interaction) was associated with higher satisfaction with communication with health care providers and, less strongly, with their life satisfaction.

CONCLUSIONS

The main finding of this study is the very small proportion of doctors, nurses and patients who believe that interaction should be patient-oriented. These results highlight the necessity of improvement of communication among health care providers towards patient-oriented approaches in order to decrease miscommunication with patients. The fact that most patients prefer doctor-oriented interaction may reflect cultural influences on interaction; educational interventions for patients may also be needed.

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