



***Developing Medical English Courses
which Reinforce Patient Centered
Communication Skills, Involve
Intercultural Training and Instill
Leadership Skills***

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Contents

- Patient centered communication skills
- Intercultural training
- Leadership skills
- Results

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Definition

- *Healthcare that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patients' wants, needs, and preferences and that patients have the education and support they need to make decisions and participate in their own care. (Institute of Medicine)*

Paternalistic /Medical



Patient Centered



Medical Vs. Patient

Medical Model

Patient's role is passive
(Patient is quiet)

Patient is the recipient of treatment

Physician dominates the conversation
(Does not offer options)

Care is disease-centered
(Disease is the focus of daily activities)

Physician does most of the talking

Patient may or may not adhere to treatment plan



Patient-Centered Model

Patient's role is active
(Patient asks questions)

Patient is a partner in the treatment plan
(Patient asks about options)

Physician collaborates with the patient
(Offers options; discusses pros & cons)

Care is quality-of-life centered
(The patient focuses on family & other activities)

Physician listens more & talks less

Patient is more likely to adhere to treatment plan
(Treatment accommodates patient's cultures & values)

Mindset

- Hard to change
- Course based on patient centered care



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Why change?

- A doctor is less likely to be sued for malpractice
- Patients tend to change doctors
- Patient centered care model is used and it is just as important as having excellent clinical skills to be hired abroad.

Video

- Wrong and right
- Let's talk about the mistakes
- <https://www.youtube.com/watch?v=r842YlpanQ&t=17s>

Raise Awareness

- Implicit bias
- : “Imagine you’re walking in a public park, and see someone with a saw trying to cut off a bike chain. What would your initial reaction be? What would you think they were doing?”
- Pictures



1



7



6



Continued

- Training videos
- Discussions
- Students from different cultural backgrounds
- Incompetent vs. Competent Cultural Care
- <https://www.youtube.com/watch?v=Dx4Ia-jatNQ>

A Good Leader



The image shows a man in a dark suit standing with his back to the camera, writing on a whiteboard. The whiteboard has a dark blue background with white text and icons. The title 'A Good Leader' is at the top. Below it, the whiteboard is divided into two columns by a vertical line. The left column is headed 'BOSS' with an icon of a single person. The right column is headed 'LEADER' with an icon of a person surrounded by a group. The word 'VS.' is written in yellow in the center. A list of characteristics is written in white on both sides. A man in a suit is seen from behind, writing on the whiteboard.

BOSS 

- Drives employee
- Depends on authority
- Inspires fear
- Says, "I"
- Places blame for the breakdown
- Knows how it is done
- Uses people
- Take credit
- Commands
- Says, "Go"

DIFFERENCE BETWEEN

VS.

LEADER 

- Coaches them
- On goodwill
- Generates enthusiasm
- Says, "We"
- Fixes the breakdowns
- Shows how it is done
- Develops people
- Gives credit
- Asks
- Says, "Let's go"

Results

on Saturday night in Athlone. But the Letterkenny Music and Drama Group still emerged as winners.

To reach the drama finals with any play is an achievement – to reach the ultimate with an entirely original play is something that few can lay claim to.

his great-grandfather, Barney McDaid. And not forgetting the playwright's own knowledge and extensive insight into local history.

"He must be so proud tonight. It's very obviously a labour of love – what an achievement for this man," the adjudicator, Anna Walker, told the audience at the Dean Crowe Theatre in Athlone

members, director, Pluincead O'Fearraigh, and the behind the scenes crew who helped make it all happen. Here's hoping we will see it again staged at some of the local venues and indeed further afield. For it surely deserves an even wider audience. And like I say is an undoubted winner for both the Letterkenny group and Irish drama.

GREEK GODDESS

A letter in an edition of the 'Irish Independent' last week catches the eye. It comes from regular correspondent, Brian McDevitt, from Glenties who tells readers that he recently had an appointment with a consultant haematologist at Letterkenny University Hospital, Dr. Maria Papanikolaou.

"This lady from Greece was one of the most wonderful human beings one could hope to

meet.

"I would appeal to the powers that be in the health service to appreciate and take care of all these wonderful doctors and nurses on the frontline in our hospitals," writes Brian.

A sentiment we can all share at a time when the health service at national level has been guilty of not looking after its patients, never mind its medical personnel.

VERGING ON THE BRAINLESS

Travelling up the Everest that is Lurgybrack a couple of weeks back, I noted the hedgerow and grass verging on the left as you ascend. I noted it for the very stark reason that it was camouflaged in bottles, paper bags, plastic containers, and whatever else passengers managed to fling

sights at Illistrin and at Corravaddy, people indiscriminately ensuring litter free cars at the expense of the sides of the road. And not even shamed enough to attempt to hide it from public viewing.

I'm not sure whether it was the Council, Tidy Towns committee or local residents

brack has been largely cleared. Or at any rate was when I was passing up a couple of days ago. Unfortunately, litter louts don't take long to start their planting all over again.

CCTV footage might help to stop them in their tracks, particularly if there was a hefty

THE

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found there on a rec
for a reunion gig, thi
after they had last

DOWN V

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week, but I also didn
Eurovision Thong Co
to say the last was deli
Poirot on one of the
was, I was confident
option (even if I had s
previously). And this
who used to watch th
thing from beginning
It's just lost me
Not about the song

Conclusion

Using a simple medium of teaching Medical English can have a positive impact on the healthcare system.

- *Thank you*
- *Questions?*



Sources

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