



COMMUNICATION SKILLS AND ETHICS IN ACUTE CARE

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30TH/9/2022

COMMUNICATION



- The exchange of information between a sender and a receiver.
- It requires objectivity about our interpretations and reactions to others.
- For communication to be effective, it must be received and understood by the receiver in the manner in which the sender intended.

MODE OF COMMUNICATION



Audio/Oral Com. (*Auditory/mouthed*)

Written Com.(Printed/Written/Scribbled)

Visual Com. (*Pictorial/Optical messages*)

Audio-Visual Com. (*Both auditory & optical Messages e.g. T.V./Meetings*)

EFFECTIVE COMMUNICATION SKILLS



- Listening
- Non verbal communication
- Managing stress
- Emotion awareness

AREAS OF IMPROVEMENT IN COMMUNICATION IN EMERGENCY CARE

- Effective communication
- Consultation
- Team work
- Clinical Documentation Practice
- Handover of patients
- Adequate attendance to duty
- Competence (knowledge and skills)
- Professionalism

Medical Ethics



- ☐ Ethics is a Study of morality in all norms
- ☐ Ethics has been championed in the medical profession to allow for health care workers to recognize difficult situations and take them head on
- ☐ Due to existence of multiple-cultures, its important that we use ethics to guide the practice of medicine
- ☐ Quiet often ethics prescribe behavior higher than law and most times ethics demands that health care workers disobey laws that prescribe unethical behavior-the death penalty

Why Ethics In Medical Practice

- ☐ To ensure safety of patients
- ☐ To ensure good practice among practitioners
- ☐ To provide a platform for health care professionals to be held accountable
- ☐ To allow for the creation of a good patient to doctor relationship
- ☐ The science around medicine has its limits and so that is where technology and ethics come in (how so)

COMMON MYTHS AROUND ETHICS

- ❑ As long as a physician is knowledgeable ethics doesn't matter
- ❑ Ethics is learned from the family not medical school
- ❑ Medical ethics is learned from how physicians act not medical books
- ❑ Ethics is important but the medical school curriculum is too crowded to permit its use

What is ethics, this question is asked for two reasons ; to clarify the idea of ethics and secondly to clarify the link between ethics and morality.

- ❑ **Greek word ethos**: Customs and conventions of a given community.

ETHICAL CONCERNS IN EMERGENCY CARE

- Consent should be sought if possible, if not, do what is appropriate to save life and inform the patient ASAP.
- Preserve privacy and integrity of the patient
- Maintain Confidentiality as much as possible
- Observe equity and Justice
- Handle the emergency situation first to save life before payment



THANK YOU