THE MINISTRY OF HEALTHCARE

BOGOMOLETS NATIONAL MEDICAL UNIVERSITY

METHODOLOGICAL RECOMMENDATIONS

of practical classes for students

Elective discipline: «BASIC COMMUNICATE WITH A CHILD**»**

The topic of lesson: Peculiarities of communication between children of primary school age and a medical worker

Branch of knowledge: 22 «Health care»

Specialization: 222 «Medicine»

Department of Pediatrics № 2

Approved at the meeting of the department from«___»____2023, protocol №__

Head of the Department,

corresponding member of the NAMS of Ukraine,professor Volosovets O.P.

Reviewed and approved:

Central Methodical Board (CMB) of pediatric disciplines from

«___»_____2023, protocol №__

Head of the CMB, professor Pochynok T.V.

Specific objectives:

Know the principles of effective communication for a medical professional with a primary school-age child and his parents (legal representatives)

1. Know the legal aspects of a medical professional's communication with primary school-age patients and their parents (legal representatives)
2. Able to apply the principles of effective communication of a medical professional with a primary school-age child and his parents (legal representatives)

Learning outcomes

Integrated competence: ability to apply the principles of effective communication of a medical professional with a child of primary school age and his parents (legal representatives)

General competence:

- Ability to abstract thinking, analysis and synthesis
- Ability to learn and master modern knowledge
- Ability to apply knowledge in practical situations
- Knowledge and understanding of the subject area and understanding of professional activity
- Ability to adapt and act in a new situation
- Ability to work in a team
- Ability to interpersonal interaction
- Ability to speak a foreign language
- Ability to use information and communication technologies

- Ability to search, process and analyze information from various sources
- Determination and persistence in relation to assigned tasks and assumed responsibilities
- Awareness of equal opportunities and gender issues
- The ability to realize one's rights and responsibilities as a member of society, to be aware of the values of a civil (free democratic) society and the need for its sustainable development, the rule of law, the rights and freedoms of a person and a citizen in Ukraine

Special professional competences:

- The ability to collect medical information about the patient
- Ability to solve medical problems in new or unfamiliar environments in the presence of incomplete or limited information, taking into account aspects of social and ethical responsibility
- The ability to assess the impact of the environment, socio-economic and biological determinants on the state of health of an individual, family, population
- Adherence to ethical principles when working with patients of primary school age
- Observance of professional and academic integrity

Practical experience:

- Be able to build trusting relationships when a medical worker communicates with a child of primary school age and his parents (legal representatives)
- Be able to greet the patient correctly, show respect and interest, take care of the patient's physical and emotional comfort
- Be able to identify the problems of a child of primary school age when seeking medical help

- Be able to listen attentively and encourage a child of primary school age to communicate, use the technique of open and closed questions
- Be able to recognize verbal and non-verbal signals when communicating with a child of primary school age and his parents (legal representatives)
- Be able to give explanations to common questions of a child of primary school age and his parents (legal representatives)

Teaching methods:

- verbal (explanation, conversation, discussion)
- visual (demonstration)
- practical (practical work)
- method of clinical cases
- problem-oriented method
- «business game» method

Control methods:

- test control of the initial level of knowledge
- individual oral interview
- interview in groups
- control of practical tasks (communication)
- final knowledge level control (tests, situational tasks)

Basic training level:

Studying the discipline does not require basic special training. School knowledge of subjects anatomy, biology, basics of life safety.

Questions for lesson:

1. Building a trusting relationship when a medical worker communicates with a child of primary school age and his parents (legal representatives)
2. Greetings, obtaining permission, explaining the purpose of communication
3. Ensuring the physical and emotional comfort for a patient of primary school age
4. The game as a form of communication with the child, story role-playing game
5. Listening carefully and encouraging communication
6. Technique of open and closed questions
7. Verbal and non-verbal communication with a child of primary school age and his parents (legal representatives)

Practical tasks:

1. Building a trusting relationship when a medical worker communicates with a child of primary school age and his parents (legal representatives)
2. Greetings and obtaining permission to examine a child of primary school age
3. Creation of physical and emotional comfort for a patient of primary school age
4. Story-role games in the communication of a medical worker with a child of primary school age
5. Determining the child's problem when seeking medical help
6. Attentive and active listening and encouraging communication
7. Technique of open and closed questions
8. Non-verbal signals when communicating with a child of primary school age and his parents (legal representatives)

9. Explanations for frequently asked questions of children of primary school age and their parents (legal representatives)
10. Analysis of situational tasks in the communication of a medical worker with a child of primary school age and his parents (legal representatives)

Content of the topic and materials for use in the practical session

The period of primary school age lasts from 6-7 to 11 years. During this period, the morphological development of the organs and systems of the child's body is completed. The morphological differentiation of cells of the cerebral cortex ends. There is a steady balance of excitation and inhibition processes with a predominance of excitation and dominance of the cerebral cortex over subcortical structures. At the same time, motor qualities are improved and developed - speed, strength, endurance, and muscle mass increases.

Children of elementary school age are sensitive to the formation of abilities, longer purposeful activities, both mental and physical. At this age there is a maximum of game activity. Immobility during lessons is compensated by motor activity changes and during physical education lessons, which is physiologically necessary and promotes the development of movement. The formation of dexterity is completed, which is based on the fine coordination of the balanced control of muscles by the antagonists.

In elementary school age, the neural organization of the cortex of the large hemispheres improves. In the cortical-subcortical interaction, the cortex prevails. This leads to an increase in restraint in the expression of emotions and control of behavior. Children have much higher attention and its stability. They get used to independent creative activity that meets cognitive needs. The knowledge and skills acquired at this age facilitate further learning.

In order to carry out effective communication between a doctor and a child of primary school age, it is necessary to first establish an initial mutual understanding. You need to greet the patient and say his name. Introduce yourself to the patient, explain the purpose of communication; get the consent of the child, parents (legal representatives). Eye contact, facial expression, posture, position and movement, speed, volume, tone of voice.

At the same time, a benevolent attitude towards the child and his parents and professionalism are very important. A medical worker in the process of communicating with patients of elementary school age and their parents should be ready to answer the questions of children and parents.

At the same time, open communication is very important. In the case of insincerity of the specialist, the family receives a double message from him, which can provoke increased anxiety or false expectations.

Also, in the process of communication of a medical worker with children of primary school age and their parents, it is important to trust the personality of the interlocutor, respect his thoughts and actions.

It is necessary to take into account that at this age children know and understand a lot, so it is necessary to ask them patiently and calmly understandable questions. Use the technique of open and closed questions, moving from open questions to closed questions. Attention to questions, requests and wishes is also important. Remember that your participation and attention is extremely important to parents and close relatives of a sick child. Avoid undue optimism.

Encourage the child and their parents (legal guardians) to express their feelings. Recognize verbal and non-verbal cues (body language, speech, facial expressions, excitement). Clarify statements that are unclear or need clarification. Aid in accurate recall and understanding. Periodically summarize the results of the interview, make comments, adequately explain. Connect the child's play activities during communication and examination.

Use empathy, provide support, express care, understanding, willingness to help, offer partnership. Be sensitive to uncomfortable and disturbing topics. Communicate with the patient to encourage participation, explain the process during the physical exam, and ask for permission. Offer choices, encourage the patient to make choices.

Most children of this age, in addition to school, attend clubs and sections, have hobbies. Therefore, it is necessary to take into account the abilities of a child of primary school age and his interest in something and build communication on this. At the end of the consultation, it is necessary to ask whether there are additional questions, whether the patients understand the information received.

Situational tasks for independent work

Task 1

A mother and a 9-year-old boy came to see a doctor. The child is worried about stomach pain. The doctor begins to question the mother about what the child has been sick with throughout his life. Is there an error in the doctor's actions?

Answer: First of all, you need to have about the pain in the stomach, because it was with this complaint that they came to the doctor, and then ask other questions.

Task 2

A mother and a 10-year-old girl came to see a doctor. The girl says that she has heartburn. What questions can prevent the wrong topic for collecting primary data about a patient?

Answer: «Could you explain what you mean by the word «heartburn» »?

Task 3

Parents with a 7-year-old boy came to the doctor's appointment with a complaint of fever and cough. The boy categorically refuses to talk to the doctor, but wants to play on the mobile phone. What technique can help establish initial contact with the child?

Answer: The doctor's discussion of a game that the boy likes to play and a promise to continue the game immediately after the continuation of the examination (with parental permission).

Task 4

An 11-year-old girl without parents is at the doctor's appointment. Can the doctor communicate with and examine the child in this situation?

Answer: No, it is not possible to receive a child without parents or other legal representatives.

Task 5

Parents with a 7-year-old girl came for an appointment with a doctor. The doctor immediately prescribed a referral for a general blood and urine test, explaining that it was a preventive examination. What is the doctor's mistake?

Answer: It is necessary to first talk with the parents and the child, then conduct an objective examination and only then, if necessary, prescribe a laboratory or other examination.

Tests

1. What are the principles of effective communication of a medical worker with a child of primary school age and his parents:

a) kindness, respect, empathy
b) unwillingness to listen and hear the interlocutor
c) lack of feedback
d) «blind» advocacy of one's own point of view

Correct answer: a)

2. What needs to be considered for effective communication with a child of primary school age:

a) child's condition
b) age and individual characteristics
c) hobbies and interests
d) All of the above

Correct answer: d)

3. Criteria for ineffective communication with a child of primary school age and his parents (legal representatives):

a) information has to be guessed, thought out
b) there is no common understanding and clearly expressed meaning of the message
c) focus on protecting one's own position and oneself
d) all of the above

Correct answer: d)

3. Basic rules of effective communication with children of primary school age and their parents (legal representatives):

a) goodwill
b) professionalism
c) openness
d) all of the above

Correct answer: d)

4. Is it necessary to ask permission from parents (legal representatives) for communication of a medical worker with a child of elementary school age:

a) necessary
b) not necessary
c) required under certain conditions
d) doesn't matter

Correct answer: a)

Literature

Basic:

1. Communicative skills of a doctor: a textbook / Collective of authors for general. ed. O.S. Chaban. - K.: Medprint, 2022 – 400 c.
2. Bronikova S. Practices of communicative culture in a medical institution. Patient-centered approach, 2020. 72 p.

Supporting:

1. Stefanyshyn, K.L. (2022). Professional communication of a pediatrician with a child and his parents: methodical development of a practical lesson for a teacher. Medical Education, (4), 107–116. https://doi.org/10.11603/m.2414-5998.2021.4.12699
2. Maria Tytarenko "Communication from scratch. Essays for Mani". Stary Lev Publishing House. 2019.

Information resources:

https://clincasequest.academy/calgary-cambridge-guide/

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