

Doctor – Patient Communication: What Malaysia Needs

Adlina Ariffin, Nora Mat Zain, Aini Maznina Abd Manaf, Murni Mahmud

Introduction: Doctor-patient communication is a crucial, unique yet complex relationship in clinical practice due to its therapeutic qualities. With the current emphasis on patient-centred care and patient autonomy, medical practitioners are not only expected to possess clinical and biomedical knowledge but also the skills to develop a therapeutic doctor-patient relationship (Ha & Longnecker, 2010). Nevertheless, this expectation proves to be an uphill battle to physicians as evidenced from patient complaints which among others include lack of appropriate non-verbal behaviours, absence of paralinguistic elements, lack of trust and empathy (Kee, 2018). Moreover, unsatisfactory doctor-patient communication has been identified as one of the major elements in litigation cases in the medical field (Elango, 2003; Steven Chow in Chin, 2013; B-Lynch et al. (1997) in Lum, n.d). Among the fundamental factors which lead to this predicament is the ineffective training of communication skills at the medical schools (Franco et al., 2018; Jillian, 2017; Kee, 2018; Loureiro, 2017). Upon realising the gravity of the issue, this project aspires to develop a training model on doctor-patient communication skills based on patient-centred approach. The model will give more emphasis on the linguistics and psychosocial aspects of communication. **Method:** Utilising both qualitative and quantitative approaches, the project aims to identify 1) the key communicative features and 2) the key clinical and psychosocial features to be incorporated in the model. It will then operationalise these features to conceptualise an expert assistance system which shall be used in the training of future physicians. **Conclusion:** The findings from this research are significant in improvising and enhancing the current training on communication skills provided at the medical schools. With a more 'humane' approach to training, indirectly, it will increase the effectiveness in the delivery of health care and achieve sustainability in good health and well-being (SDG3) of the nation.

Keywords: doctor-patient communication; patient-centred approach; linguistics and psychosocial approach



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MRS2019 | ABSTRACT ACCEPTANCE LETTER

3 messages

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Thu, Aug 22, 2019 at 3:35 PM

Cc: "RAMLI MUSA ." <drramli@iium.edu.my>

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**ABSTRACT ACCEPTANCE LETTER**

Dear Prof. Dr./Dato' Dr./Datin Dr./Dr./Mr./Mrs./Br. Sr.,

I am pleased to inform you that your abstract has been accepted for **POSTER PRESENTATION** by the Scientific Committee on 19th August 2019 at the **Medical Research Symposium 2019: Expanding Research Collaboration in Health**. Please mark your calendars and save the date as follows:

Date : 9th October 2019 (Wednesday)**Venue : Auditorium****Level 4, IIUM Medical Centre****Bandar Indera Mahkota****25200 Kuantan, Pahang Darul****Makmur**

Please find below the list of your abstract title and ID.

POSTERS

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	Abscess With Large Right Perinephric Collection	
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156	The Prevalence Of High Risk Of Obstructive Sleep Apnea And Its Association With Sociodemographic Factors Among Adults In Taman Dato' Rashid Salleh, Indera Mahkota, Kuantan	065
163	The Prevalence Of Depression Among Secondary School Students Of Kuantan, Pahang, Malaysia.	066
164	Increasing Neonatal Healthcare Productivity Using Clinical Reasoning Coaching Tools	067
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185	Is There Any Need For Health Intervention On Pediculosis Capitis In Public Primary Schools In Kuantan, Pahang?	070
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	Medicine (T&Cm) Use And Its Association With Diabetic Control Among Diabetic Patient In Single-Center	
195	Colon Cancer In Patients Younger Than Age 50 In Kuantan: Case Series	073
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1. Poster mounting: Tuesday 8 October 2019 from 12:00 - 19:15 hrs. and on Wednesday 9 October 2019 from 08:00 - 09:00 hrs.
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Thank you.

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Thu, Aug 22, 2019 at 3:55 PM

Salam Dr Nora

Alhamdulillah, our abstract has been accepted for this symposium.

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NORA MZ <drnoramz@iium.edu.my>
To: "ADLINA BINTI HJ. ARIFFIN" <adlina@iium.edu.my>

Fri, Aug 23, 2019 at 11:32 PM

waalaikumussalam..

Alhamdulillah..poster presentation..So, Dr Adlina datang?

[Quoted text hidden]

Adlina Ariffin, Nora Mat Zain, Aini Maznina A. Manaf,
Murni Mahmud

Introduction

Expectations on medical practitioners

Possess clinical & biomedical knowledge
+
skills to develop therapeutic
doctor-patient relationship

(Ha & Longnecker, 2010)

B
U
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a) Patient complaints

- lack of appropriate non-verbal behaviour
- absence of paralinguistic elements
- lack of trust & empathy (Kee et al.,2018)

b) Litigation cases

- unsatisfactory doctor-patient communication (S Elango, 2003; Hambali, 2014; Jahn Kassim, n.d.)

Main Problem: Ineffective training of communication skills at medical schools (Franco et al., 2018; Kwong, 2017; Kee et al.,2018; Loureiro et al., 2017)

Research Objectives

- PROJECT 1- To determine the communicative features to be incorporated in the Patient-Centred Approach (PCA)
- PROJECT 2-To determine the clinical & psychosocial features to be incorporated in the PCA
- PROJECT 3- To conceptualise the model of intelligent algorithm in designing an expert assistance system to support PCA



Research Aims

- Training model based on Patient-Centred Approach
- Expert assistance system based on the Patient-Centred Approach model

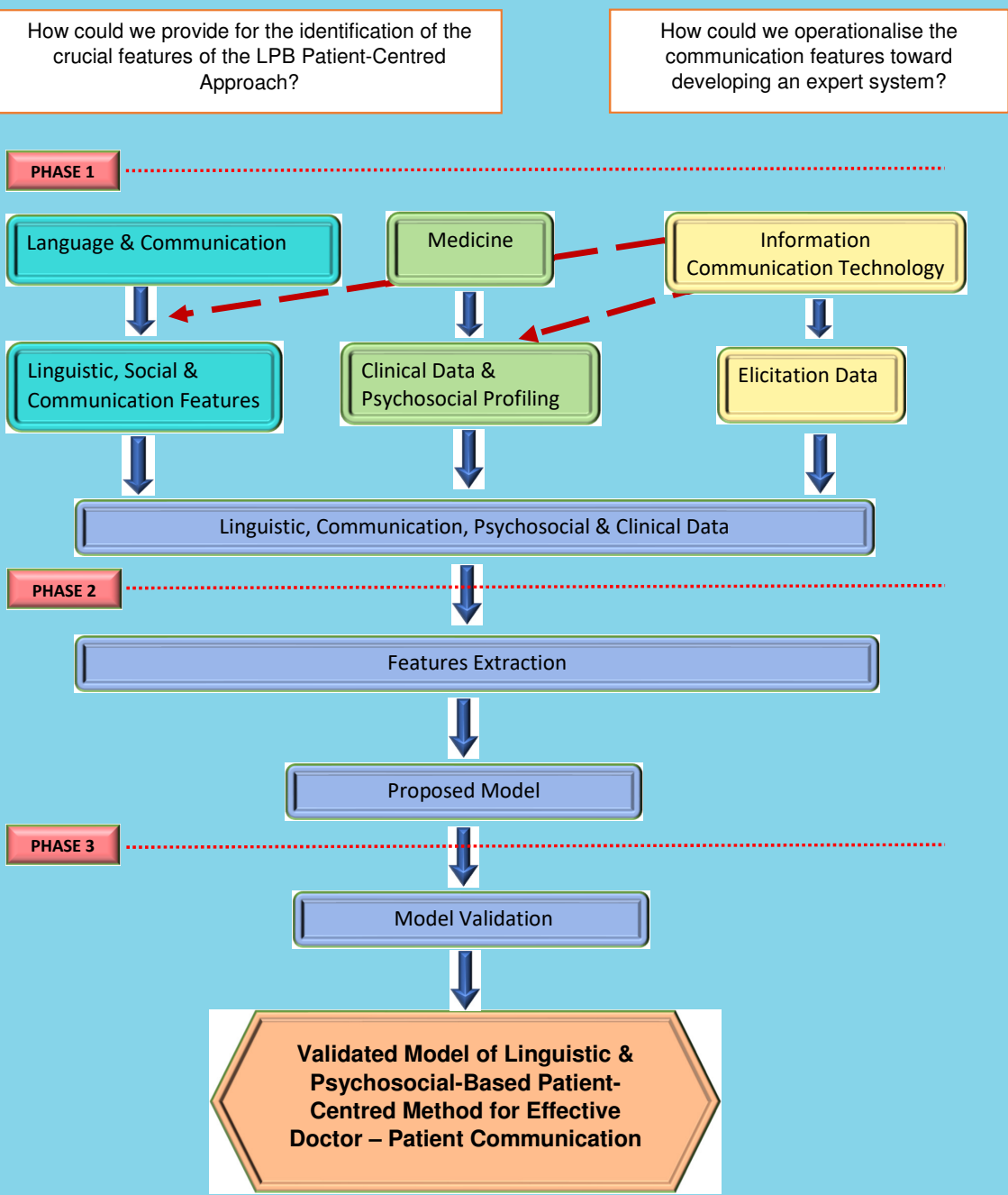
Methodology

Developing a New Model of Linguistic & Psychosocial-Based (LPB) Patient-Centred Approach to Humanise Doctor-Patient Communication toward Enhancing Societal Well-Being

Individual Project Title	RO	RQ	Data Collection Method	Output
1.Determining Key Communicative Features for Linguistic & Psychosocial-Based (LPB) Patient-Centred Approach via Multiple Designs	1.To determine the communicative features to be incorporated in the Patient-Centred Approach. (Language & Comm)	1.What are the communicative features to be incorporated in the Patient-Centred Approach? <ul style="list-style-type: none">• Linguistics (& paralinguistics) aspect• Social (personality, cultural, religious, socioeconomic status) aspect• Spiritual aspect	1.Observation 2.Interview 3. Document Analysis* 4. Survey *Patient complaints *Litigation cases *Checklist *Teaching materials	1.Linguistic model 2.Social model 3.Spiritual model
2.Determining Key Clinical & Psychosocial Features for Linguistic & Psychosocial-Based (LPB) Patient-Centred Approach via Psychosocial Profiling	2. To determine the clinical & psychosocial features to be incorporated in the Patient-Centred Approach (Medicine)	2.What are the clinical & psychosocial features to be incorporated in the Patient-Centred Approach? <ul style="list-style-type: none">•Clinical aspect•Psychosocial (personality, psychological distress) aspect	1.Observation 2.Interview 3.Psychosocial profiling	1.Psychosocial model 2. Clinical features
3.Modelling Expert System Assistance for LPB Patient-Centred Approach	3. To conceptualise the model of intelligent algorithm in designing an expert assistance system for supporting / complementing patient-centred approach (Information Technology)	3.How to elicit system requirements from communicative features and profiling data for features extraction?	1.Observation 2.Interview 3.Persona Analysis	1.Features for system requirement 2.Model for expert assistance system 3. Design of low fidelity prototype

Research Framework

Developing a New Model of Linguistic & Psychosocial-Based Patient-Centred Method to Humanise Doctor-Patient Communication toward Enhancing Societal Well-Being



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CERTIFICATE OF APPRECIATION

This is to acknowledge the contribution of

ADLINA ARIFFIN

as

PRESENTER (Poster)

Abstract ID 142

in

5th Kulliyah of Medicine
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on 9 October 2019 at IIUM Medical Centre.

PROF. DR. AZMI MD. NOR

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