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*I. Horbachevsky Ternopil National Medical University***“PROFESSIONAL MEDICAL COMMUNICATION BETWEEN A DOCTOR AND A PATIENT” AS AN ELECTIVE COURSE IN HIGHER EDUCATIONAL ESTABLISHMENTS**

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*Тернопільський національний медичний університет імені І. Я. Горбачевського МОЗ України***«ПРОФЕСІЙНА МЕДИЧНА КОМУНІКАЦІЯ ЛІКАРЯ З ПАЦІЄНТОМ» ЯК ДИСЦИПЛІНА ЗА ВИБОРОМ У ЗАКЛАДАХ ВИЩОЇ ОСВІТИ**

Abstract. The article presents a detailed analysis of the elective discipline “Professional Medical Communication between a Doctor and a Patient”. The curriculum for the discipline is prepared for students studying at I. Horbachevsky Ternopil National Medical University of the Ministry of Health of Ukraine under the educational program “Medical Care” of the second (master’s) level of higher education in the branch of knowledge 22 “Healthcare”, specialty 222 “Medicine”. “Professional Medical Communication between a Doctor and a Patient” is taught to third-year students. The following topics are studied: 1. The concept of norms and language education of a doctor. 2. Language skills of a doctor. 3. Communicative characteristics of the Ukrainian literary language as parameters for assessing the professional communication of a medical professional with a patient. 4. Dynamic lexical and semantic processes in the modern Ukrainian medical terminology. 5. Functional potential of medical terminology units. 6. Medical jargon of the doctor. 7. Word-formation identity of modern Ukrainian medical terms. 8. Grammatical features of the organization of medical communication. 9. Typical language errors in professional communication between a doctor and a patient. 10. Reference medical text.

The purpose of studying the discipline is: to form systematic knowledge and understanding of the conceptual foundations of the study of the professional Ukrainian language of a physician with the prospect of its further use in professional activities; to provide students with communication needs in the educational, professional and educational-scientific spheres; to form language competence, communication skills of future specialists; to achieve exemplary language skills of a medical professional when communicating with a patient; in-depth study of lexical and semantic potential, word-formation identity of medical terminology and organization of perfect medical education.

Key words: professional medical communication; medical terminology; doctor’s language skills; language education of medical stuff; elective course.

Анотація. У статті подано детальний аналіз вибіркової дисципліни «Професійна медична комунікація лікаря з пацієнтом». Навчальна програма з дисципліни розроблена для здобувачів вищої освіти, які навчаються у Тернопільському національному медичному університеті імені І. Я. Горбачевського МОЗ України за освітньою програмою «Лікувальна справа» другого (магістерського) рівня вищої освіти галузі знань 22 «Охорона здоров’я», спеціальності 222 «Медицина». Навчальна дисципліна «Професійна медична комунікація лікаря з пацієнтом» викладається студентам третього року навчання. Вивчаються такі теми: 1. Поняття норми і мовна освіта лікаря. 2. Мовна майстерність лікаря. 3. Комунікативні ознаки української літературної мови як параметри оцінки професійної комунікації медичного працівника з пацієнтом. 4. Динамічні лексико-семантичні процеси у сучасній українській медичній терміносистемі. 5. Функціональний потенціал медичних терміноодиниць. 6. Медичний жаргон лікаря. 7. Словотвірна ідентичність сучасних українських медичних термінів. 8. Граматичні особливості організації медичної комунікації. 9. Типові мовні огріхи у професійній комунікації лікаря з пацієнтом. 10. Еталонний медичний текст.

Метою вивчення навчальної дисципліни «Професійна медична комунікація лікаря з пацієнтом українською мовою» є: формування у здобувачів вищої освіти системних знань і розуміння концептуальних основ із вивчення фахової української мови медика з перспективою її подальшого використання у професійній діяльності; забезпечення комунікативних потреб студентів у навчально-професійній і навчально-науковій сферах; формування мовної компетенції, комунікативних навичок майбутніх спеціалістів; досягнення зразкової мовної майстерності медичного працівника під час спілкування з пацієнтом; ґрунтовне вивчення лексико-семантичного потенціалу, словотвірної ідентичності медичних терміноодиниць та організації досконалого медичного тексту.

Ключові слова: професійна медична комунікація; медична терміносистема; мовна майстерність лікаря; мовна освіта медичного працівника; курс за вибором.

Introduction. Professional medical communication is a mandatory component of a doctor's professional activity. The importance of the impact of a healthcare professional's words on a patient is an undeniable fact and, at the same time, a relevant area for study. Today, higher education is changing, and integration processes are taking place in accordance with the conditions and situation in our country, including military actions against Ukraine, European standards, and innovative inventions. Indeed, there is currently no single model of communication relations in medicine, that is, a structured functional representation of requirements, including intervention registries and practice contexts. The developed models are partial and provide information on certain aspects related to communication problems in medicine [1, p. 119]. We agree with the opinion that a highly qualified specialist should have the necessary amount of theoretical knowledge, practical skills and abilities, have "professionally significant personal qualities (activity, energy, initiative, sociability, ability to quickly change activities, the ability to establish interpersonal, intercultural and social relationships), professional and communicative qualities and skills that allow him/her to successfully adapt to future activities, to strive for professional and personal self-improvement" [3, p. 74–75].

In view of this, N. I. Korylchuk notes: "One of the conditions for training a specialist who is competitive in the labor market is to create conditions for the choice of an individual educational trajectory by a higher education student. This is ensured and realized through the free choice of disciplines that, in the opinion of applicants, can improve their professional level and provide the necessary competencies for further professional and career growth in their professional activities. In modern learning environments, students have the opportunity to choose elective courses" [4, p. 32].

Among the elective subjects studied by third-year students majoring 222 "Medicine", branch of knowledge 22 "Healthcare" (Master's degree with qualification "Doctor") is "Professional Medical Communication between a Doctor and a Patient".

The aim – to present "Professional medical communication between a doctor and a patient" as an elective course in high educational establishments for Ukrainian students.

Methods. The following research methods were used for a thorough analysis of scientific article: complex methods – analysis and synthesis and modeling – to create a curriculum and a syllabus of the elective

course; the descriptive method for characterizing and summarizing the collected factual material; the conceptual-linguistic method for differentiating medical terms in the process of professional communication of the doctor and the patient.

Results. We know that professional medical communication is based on language education of medical stuff, in particular skilled communication does not occur spontaneously and the 'training' of communication skills needs to be successfully delivered and studied. However, a significant challenge facing communication skills educators and researchers is the transfer of skills learnt in the classroom to the workplace [5, p. 2].

In addition, O. S. Isaieva mentioned: "The key principles in the training of a medical specialist should be the principles of humanization and humanitarization, integrity and complexity, taking into account the personal and professional culture of future doctors. The formation of personal and professional culture of the future doctor with a clear focus on speech competence is necessary and important, because the doctor is a specialist whose activities involve direct communication in the professional, administrative, and scientific spheres, while showing high professionalism, erudition, emotionality, humane, tolerant, and empathetic attitude to patients and colleagues" [2, p. 77].

Given the above opinions of scholars, we confirm the importance of introducing an elective course "Professional Medical Communication between a Doctor and a Patient". The purpose of studying the discipline is: to form systematic knowledge and understanding of the conceptual foundations of the study of the professional Ukrainian language of a physician with the prospect of its further use in professional activities; to provide students with communication needs in the educational, professional and educational-scientific spheres; to form language competence, communication skills of future specialists; to achieve exemplary language skills of a medical professional when communicating with a patient; in-depth study of lexical and semantic potential, word-formation identity of medical terminology and organization of perfect medical education.

"Professional Medical Communication between a Doctor and a Patient" as an academic discipline:

- a) is based on the basic knowledge of the discipline "Ukrainian language (for professional purposes)";
- b) provides a high level of the basics of the professional language of a physician with the prospect of their further use in professional activities;

c) provides relevant knowledge, competencies and programmatic learning outcomes for further mastery by higher education students in the formation of exemplary language skills in communication with patients, communication skills of future specialists and provides for the communication needs of students in the educational, professional and scientific fields.

The following teaching methods are used in the study of the discipline: verbal (narration, conversation, explanation), visual (demonstration, illustration, videos), practical (practical work, problem task).

The use of interactive technologies of collective group learning (common circle, microphone, brainstorming, case method); technologies of situational modeling (simulation or imitation); technologies of working on discussion issues (defining a position, defending it, changing a position, debates, talk shows); elements of distance learning (MS Teams, Google Meet, Kahoot application) contributes to better learning of the educational material.

As a result of studying the discipline “Professional Medical Communication between a Doctor and a Patient” the student should know:

- lexical items and grammatical structures related to professional communication between a doctor and a patient in different departments of the hospital;
- the history of the development of the concept of norm, features and criteria of the literary norm and ways to improve language skills;
- the main communicative characteristics of the Ukrainian language as evaluative parameters of professional communication between a doctor and a patient;
- features of the formation of dynamic processes in the lexical and semantic system of modern Ukrainian medical terminology and the functional potential of medical terminology;
- principles of structural organization of Ukrainian medical terminology, syntactic features of medical texts;
- typical mistakes in professional communication between a doctor and a patient and the rules for composing an exemplary medical text.

As a result of studying the discipline student should be able to:

- conduct a dialog with a patient in different departments of the hospital, taking into account the language stability, language skills and language etiquette of a healthcare professional;
- conduct a daily survey of the patient about personal data, health status in accordance with the formed

communicative and speech, linguistic, discursive, socio-cultural and activity competencies;

- apply lexical and grammatical categories of the modern Ukrainian literary language to develop optimal linguistic behavior in the professional sphere;
- to master oral and written norms of speech etiquette in the professional activity of a doctor;
- to determine the dynamic processes in the lexical and semantic system of the modern Ukrainian medical system and the functional potential of medical terminological units;
- identify and edit typical mistakes in professional communication between a doctor and a patient and create a perfect medical text.

We propose to consider the content of the discipline “Professional Medical Communication between a Doctor and a Patient” in terms of ten themes.

Theme 1. The concept of norm and language education of a doctor.

History of the development of the concept of norm. Features of the literary norm. Typology of language norms. Criteria of the literary norm. Language training of a doctor and language standard. Difficult cases of emphasizing medical terms. Differential features of the literary norm. Continuing language education of the doctor.

Theme 2. Language skills of the doctor.

Linguistic personality as a national and socio-cultural phenomenon. Problems of forming a linguistic personality. Native language education. Language stability. Language skills and language etiquette of a medical professional. Ways to improve language skills. Pronunciation of medical terms. Linguistic self-awareness of a medical practitioner. The art of public speaking.

Theme 3. Communicative characteristics of the Ukrainian literary language as parameters for assessing the professional communication of a healthcare professional with a patient.

Communicative characteristics are a categorical concept of language culture. History of the study of communicative features. Correctness of language. Accuracy of language. Logicity of language. Imagery of the language. The richness of the language. Diversity of language. Accessibility of the language. Content of the language. Expressiveness of language. Ways of mastering the communicative characteristics of the language by the doctor when communicating with the patient. Interaction and interdependence of communicative features of language during communication between a doctor and a patient.

Theme 4. Dynamic lexical and semantic processes in the modern Ukrainian medical terminology.

Features of the formation of the thesaurus of Ukrainian medical terminology. Systematization of terms in the process of professional medical communication. Lexical and semantic organization of medical terms. The relevance of new borrowings and new creations. Archaization of medical terms. Problems of functioning of modern Ukrainian medical terminology. Observance of lexical norms by doctors. Factors, trends and directions of medical terminology formation.

Theme 5. Functional potential of medical terms.

New semantic and stylistic manifestations of medical vocabulary. Expansion of the semantic structure of a medical term. Narrowing the semantic structure of a medical term. The figurative meaning of medical terms in the professional communication of a doctor. Metaphorization of medical terminology in the process of doctor-patient communication. Quantitative and qualitative features of lexical and semantic processes. Processes of formation and disappearance of homonymy of medical terms.

Theme 6. Medical jargon of the doctor.

Jargonization as one of the defining trends in the functioning of the vocabulary of the Ukrainian language. Professional jargon. Professional spoken language. Jargon for medical concepts and processes. Medical jargon and language culture. Ways to overcome jargon. The main features of medical jargon. Reasons for the emergence of scientific jargon.

Theme 7. Word-formation identity of modern Ukrainian medical terms.

Principles of structural organization of Ukrainian medical terminology. Variability of Ukrainian medical terms at the word-formation level. Rules of organization of terms-phrases and terms-composites in professional medical communication. Morphological and non-morphological ways of creating medical terms.

Theme 8. Grammatical features of the organization of medical communication.

Dynamics of grammatical norms. Specificity of the use of grammatical forms of independent parts of speech in the communication of a doctor with a patient. Difficult cases of determining the gender and declension of medical terms. Syntactic features of

medical texts. Grammatical organization of simple and complex sentences in doctor-patient communication.

Theme 9. Typical language errors in professional communication between a doctor and a patient.

Frequent violations of accentuation and orthoepic norms. Typical lexical errors of a physician. Compliance with the morphological, word-formation and syntactic norms of the Ukrainian language. Formation of professional communication of a doctor when communicating with a patient. Normative and non-normative in medical text.

Theme 10. Reference medical text.

Normativity of the doctor's language when communicating with the patient. Indirect communication of a doctor with a patient through social networks. Mechanisms of influence of the doctor's speech on the patient. Expressive capabilities of medical text. Effectiveness of professional communication of a doctor. The main factors of expressiveness of the doctor's speech.

Conclusions and Prospects for Research. Thus, "Professional Medical Communication between a Doctor and a Patient" as an elective course is studied by third-year students of studying in speciality 222 "Medicine", branch of knowledge 22 "Health Care" (Master's degree with qualification "Doctor"). Ukrainian students study the following topics: 1. The concept of norms and language education of a doctor. 2. Language skills of a doctor. 3. Communicative features of the Ukrainian literary language as parameters for assessing professional communication between a medical professional and a patient. 4. Dynamic lexical and semantic processes in the modern Ukrainian medical terminology. 5. Functional potential of medical terminology units. 6. Medical jargon of the doctor. 7. Word-formation identity of modern Ukrainian medical terms. 8. Grammatical features of the organization of medical communication. 9. Typical language errors in professional communication between a doctor and a patient. 10. Sample medical text.

This discipline is very important to develop doctors' proper communication skills. We believe that the actual direction of further work is the improvement of a set of practical tasks in accordance with professional medical communication and doctor's language skills. Language education of medical personnel has an undeniable role in this process.

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