

**PHYSICIAN-PATIENT COMMUNICATION AND ITS IMPACT ON
HEALTH OUTCOMES: ANALYZE HOW COMMUNICATION
STYLES, EMPATHY, AND SHARED DECISION-MAKING BETWEEN
PHYSICIANS AND PATIENTS INFLUENCE HEALTH OUTCOMES
AND PATIENT SATISFACTION**

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ABSTRACT

Physician - patient communication increase understanding of patients' concerns and conditions, resulting in more accurate diagnoses and more effective treatment plans. It also helps build trust and relationships with patients. Demonstrates genuine concern that can reduce patient anxiety and improve their overall experience. Empathic communication is associated with better adherence to treatment plans and improved emotional well-being. Ensures that patients understand their medical condition, treatment options and instructions, reducing the risk of misunderstandings and non-compliance by doctors. Encouraging patients to participate in decision-making empowers them, which increases satisfaction and improves compliance. It also tailors treatment plans based on patient preferences and values.

KEYWORDS:

INTRODUCTION

1. Communication Styles

Patient-centered communication: This style involves actively listening to patients, asking open-ended questions, and encouraging patients to express their concerns and preferences.

This helps build trust and ensures patients feel heard and valued, which can lead to better adherence to treatment plans and better health outcomes.

Directive Communication: A more authoritative approach where the doctor gives clear and direct instructions. Although effective in emergency situations, it can sometimes make patients feel less involved in their treatment, which can reduce satisfaction and compliance.

2. Empathy

Definition and Importance: Empathy involves understanding and sharing the feelings of others. When doctors show empathy, patients often feel more supported and understood, which can reduce anxiety and improve the overall experience. **Impact on Health Outcomes:** Empathetic communication can increase patient trust, improve symptom disclosure, and increase the likelihood that patients will follow their doctor's advice. Research has shown that empathy is associated with better chronic disease management and higher patient satisfaction.

3. Shared Decision Making (SDM)

Definition: SDM is a collaborative process in which doctors and patients make health decisions together. It takes into account the best available clinical evidence and the patient's values, preferences and circumstances.

Advantages: SDM can lead to more personalized care, better patient engagement and better adherence to treatment plans. Patients who participate in decision making tend to have better health outcomes and report higher levels of satisfaction.

4. Empirical Evidence

Communication Studies: Studies have shown that patient-centered communication leads to better health outcomes, such as lower blood pressure and better diabetes control. Patients are more likely to follow treatment plans if they feel their doctor listens to them and respects their opinion.

Empathy Research: Empathetic care is associated with fewer medical errors, greater patient satisfaction, and better clinical outcomes. For example, in oncology, patients who perceive oncology as empathetic report better psychological well-being.

5. Shared decision making

SDM is about better patient information, more accurate risk perception and better alignment of patient values and treatments. This often leads to the choice of more conservative and less invasive treatments, which can reduce healthcare costs and improve quality of life. Challenges and obstacles.

6. Time constraints

Physicians often face time pressures that can limit their ability to engage in patient communication and SDM.

Training and Skills: Not all doctors receive adequate training in communication and empathy. Continuing medical education can correct this deficiency.

Patient Factors: Patients' ability to participate in SDM can be influenced by their health information, cultural background, and personal preferences.

AIMS AND OBJECTIVES

Physician- Patient Communication and Its Impact on Health Outcomes.

Analyze how communication styles, empathy, and shared decision-making between physicians and patients affect health outcomes and patient satisfaction. Effective doctor-patient communication is critical in health care because it has a major impact on health and patient satisfaction.

Here are the main goals of such communication and their effects.

Goals of doctor- patient communication

1. Exchange of information

Goal: For patients to understand their health status, treatment options and possible outcomes.

Implications: Accurate communication can lead to better adherence to treatment plans and more informed patient decision making.

2. Establish a therapeutic relationship

Goal: build trust and connection between doctor and patient. **Implications:** A strong therapeutic relationship can increase patient satisfaction and commitment to their treatment..

3. Handling Emotions

Goal: Acknowledge and attend to the emotional needs and concerns of patients.

Impact: Sympathetic dialogue can enhance and lessen anxiety mental health, which promotes improved general health results.

4. Dealing with Uncertainty

Goal: Assist patients in comprehending the uncertainty associated with medical diagnosis and treatment plans.

Impact: Patients can set reasonable expectations and have less anxiety when there is clear communication regarding uncertainties.

5. Facilitating Patient Self-Care

Goal: Enable patients to actively participate in their own health care.

Impact: Patients who participate actively in their care typically experience improved health and higher levels of satisfaction with their medical team.

6. Promoting Collaborative Decision-Making

Goal: Assist patients in making decisions that are consistent with their preferences and values.

Effects: Joint decision-making can improve patient satisfaction and treatment compliance.

CONCLUSION

Effective communication, empathy, and shared decision-making are critical to improving health outcomes and patient satisfaction. These elements help build a strong doctor-patient relationship, improve compliance, and ensure that health care decisions align with patients' values and preferences. Removing barriers to these practices through education and systemic change can further enhance their positive effects.