

**PATIENT AWARENESS FOR THE UPCOMING PROCEDURES
AND EMPATHY TOWARDS THEM**

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Abstract: Professional communication in the provision of medical and health care has its peculiarities and specific behavioral patterns. There are 4 basic patterns of behavior in the relationship between a healthcare professional and a patient:

Active-passive - In this model, the patient remains indifferent to the treatment process and the medical staff takes responsibility and decisions. This type of relationship is unavoidable in people unconscious or immobile. In other cases, regressive behavior by the patient, as well as a conscious or unconscious search for the so-called secondary benefits of the disease.

Teacher-pupil - this model establishes the dominant role of medical staff in the therapeutic process.

Partnership - in this model, the patient is actively involved in the treatment. It is particularly suited to patients with chronic illnesses when medical control is not continuous and the patient must take personal responsibility for observing the treatment regimen. In this case, it is imperative to provide the necessary information and training to the patient and his / her relatives in advance.

Friendship - such a model is unacceptable for professional communication, and some specialists call it inconsistent with medical ethics.

The manifestation of empathy as a social skill and personal quality is a prerequisite for fulfilling the human mission of healthcare professionals, including the intellectual understanding of the patient, the sharing of his feelings, the effectiveness of communication, and the positive attitude of the professional towards the patient. The therapist-to-patient relationship must be a comforting relationship. This is exactly what M. Balint called the "healing medicine" - the security that you are the ones who will take care to relieve suffering and have the competence to deal with the disease. This most common form of psychotherapy is necessary for every patient. It uses professional attitude adapted to the individual needs and condition of the particular patient.

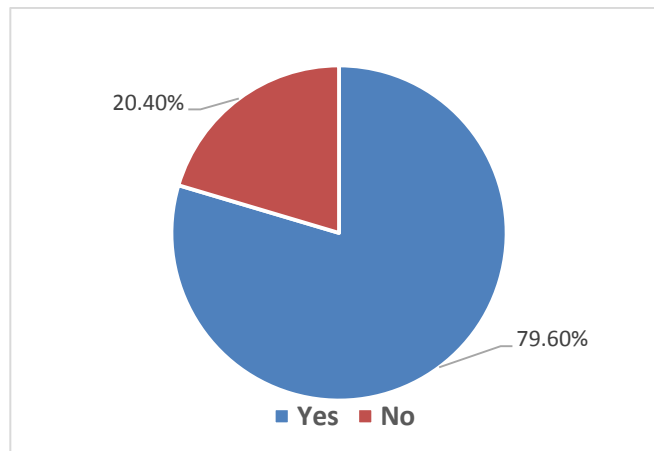
The aim of the study is to establish patient awareness of the procedures performed and the patient's empathy of the physiotherapist. 150 patients were examined between May 2013 and May 2014.

Keywords: patient, information, empathy

Methods: In order to achieve the stated purpose of the survey, a sociological method was used - questionnaire and statistic method.

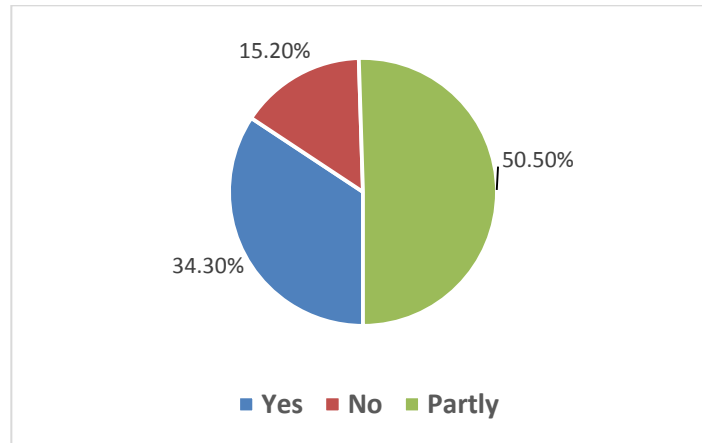
It will presented a few questions from the survey I conducted in my research.

fig.1 Patient awareness of the upcoming procedure or manipulation



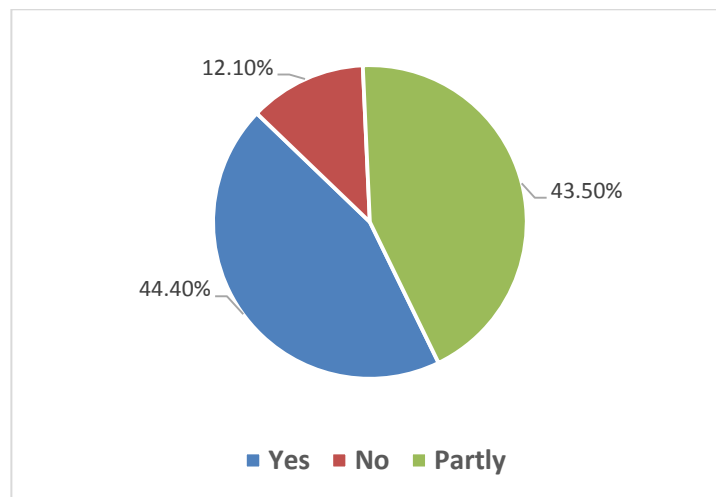
The results obtained show that most of the patients surveyed received information from the rehabilitator about the upcoming procedure or manipulation. However, it should be noted that 20.40% or 1/5 of respondents answered negatively to this question. Therefore, it is necessary to place the focus of the conversation with the patient and the information that interests him/her so that he/she can feel calm and be an active participant in this process. Patient awareness also reflects their satisfaction with healthcare care and services.

Fig.2 The information obtained is clear and understandable by the patients



According to half of the patients surveyed, the information received is only "partly" clear and comprehensible. These results clearly indicate that pre-training of healthcare professionals is needed when conducting a conversation with the patient and explaining healthcare. A positive answer was given by about 1/3 of respondents while negative - 15.30%. The information that is provided to patients is important to be clear and comprehensible to them, otherwise it causes fear and worries. Medical terminology that is not understandable should not be used. It is important that patients who are well informed and aware of their illness or health problem should be approached individually.

Fig. 3 Awareness of patients about their behavior during the procedure / manipulation /



In order to achieve good results from any procedure or manipulation, it is necessary for the patient to be prepared and informed about his behavior and participation. This is perceived as a respect for his autonomy and readiness to address health problems. The results show that patients who responded with "yes" and "partly" are almost equal. A negative response was reported by only 12.10% of respondents.

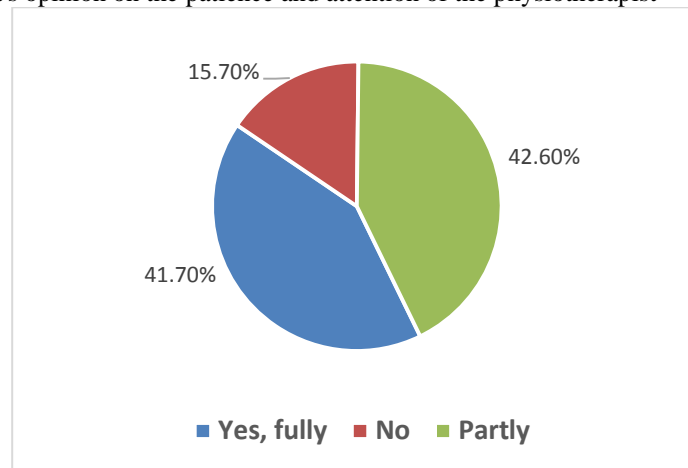
It is very motivating for patients to be involved as active participants and to know the nature of the procedures. Once patients have gone through certain procedures, they feel more confident and more secure. Therefore, it is important that this approach is used in patients who are expected to be included in certain activities or care for the first time. It will presented two of the questions asked to patients about the empathy of the physiotherapist.

Table 1 Patients' opinion on the degree of empathy during communication

	Low	Medium	High	Very high
An understanding of your feelings	15,30%	37,50%	29,60%	17,60%
Sympathy for your condition	14,40%	31,50%	32,90%	21,30%
An understanding of your experiences	12,50%	37,00%	30,60%	19,90%
Self-awareness of your condition	14,80%	35,20%	29,20%	20,80%
Awareness with your inconvenience	9,70%	31,00%	32,9%	26,40%
Respectful respect for your personality	9,3%	29,20%	27,80%	33,80

About one-third of the patients surveyed responded with a "medium" and "high" grade on the extent of empathy during their interactions with health care professionals. Not a small percentage of patients give a "low" degree of empathy during communication. The manifestation of empathy as a social skill and personal quality is a prerequisite for the fulfillment of the human mission of health professionals, including the intellectual understanding of the patient, the sharing of his feelings, the effectiveness of the communication and the positive attitude of the professional towards the patient. The good, successful therapist can do just that - be the "healing medicine" for the patient.

Fig.4 Patient's opinion on the patience and attention of the physiotherapist



The results show that, according to patients, rehabilitators only "partly" show patience and attention. Totally affirmative answers have also been given by a significant part of the respondents, and a negative answer - 15.70%. Patience and patient attention are one of the most important features of professional communication in the health care sector. A significant part of the therapeutic process is prolonged and complicated for the patient, therefore it is necessary to have extreme patience and attention.

Conclusion. The results obtained clearly indicate that anyone who has taken the path of a human profession, such as care for the protection of human health and life, is called upon to acquire not only knowledge and skills in his professional field but also to develop his communicative competence.

From the study we can draw the following conclusions:

1. Patients consider themselves sufficiently informed about upcoming procedures and treatments, but appreciate to a lesser extent the tolerance and attention of rehabilitators and nurses.

2. There is a statistically significant correlation between the age of the healthcare professionals and the patient's understanding of the patient's feelings ($p < 0.01$), which shows that the empathic abilities have developed with the accumulation of professional experience.

On this basis, it can certainly be said that professional communications in the field of health care develop primarily in terms of empathy.

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