Aligning Healthcare Professionals with Communication (A Qualitative Study of Audiologists in Practice)
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Abstract:
Practicing medical professionals need to have the necessary communication skills in order to effectively treat their patients. This qualitative study examines the communication techniques utilized by audiologists in clinical settings. It was hypothesized in a phenomenological study that audiologists may not have high patient compliance due to their lack of competent communication skills. Nine audiologists were interviewed by the researchers about their communication techniques in clinical settings. The results of this study indicate several communication themes including: let them vent, let's talk about it, snap yourself out of it – the dreaded script, family matters, and I am just myself—building rapport. The findings of this study can be utilized in all healthcare relationship building, which in turn will help improve the medical field as a whole.