

How to be a clever doctor?!

prof: Amgad Gabr





All doctors have adequate medical ability and knowledge, but certain doctor skills and characteristics may separate one practitioner from another—even determine if patients and colleagues consider one doctor “good” or better than others. but **what skills do doctors need to rise above others?** **What are the abilities and factors that make a good physician?**



Skills needed to be a good doctor

Medical Knowledge

Patient
Care

Professionalism

Interpersonal
Communication

Practice-Based
Learning

System-Based
Practice



Medical knowledge

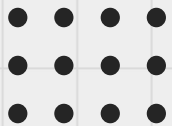
Knowledge **Increases efficiency, reduces the risk of errors, and improves communication** across teams and organizations.

Doctors must demonstrate knowledge of established and **evolving biomedical, clinical, epidemiological and social-behavioral sciences**, as well as the application of this knowledge to patient care.



Practice-based learning and improvement

Doctors must demonstrate the ability to investigate and evaluate their care of patients, to appraise and assimilate scientific evidence, and to continuously improve patient care based on constant self-evaluation and life-long learning.



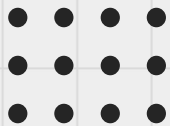
Practice-based learning and improvement

- (I) **identify** strengths, deficiencies, and limits in one's knowledge and expertise;
- (II) **set** learning and improvement goals;
- (III) **identify** and perform appropriate learning activities;
- (IV) **systematically analyze** practice using quality improvement methods, and implement changes with the goal of practice improvement;
- (V) **incorporate** formative evaluation feedback into daily practice;
- (VI) **locate, appraise**, and assimilate evidence from scientific studies related to their patients' health problems;
- (VII) **use information technology** to optimize learning; and, participate in the education of patients, families, students, residents and other health professionals.



Systems-based practice

- (I) **work effectively** in various health care delivery settings and systems relevant to their clinical specialty;
- (II) **coordinate patient** care within the health care system relevant to their clinical specialty;
- (III) **incorporate considerations** of cost awareness and risk benefit analysis in patient and/or population-based care as appropriate;
- (IV) **advocate** for quality patient care and optimal patient care systems;
- (V) **work in inter-professional teams** to enhance patient safety and improve patient care quality; and,
- (VI) **participate** in identifying system errors and implementing potential systems solutions.



Professionalism

Doctors are expected to demonstrate:

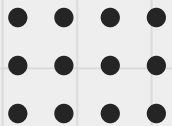
- (I) **compassion**, integrity, and respect for others;
- (II) **responsiveness** to patient needs that supersedes self-interest;
- (III) **respect** for patient privacy and autonomy;
- (IV) **accountability to patients**, society and the profession; and, sensitivity and responsiveness to a diverse patient population, including but not limited to diversity in gender, age, culture, race, religion, disabilities



Interpersonal and communication skills

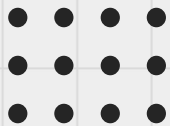
- Effective communication is the **key success** in professional career .
- Good communication is essential for **proper doctor-patient relationship** and help **avoids problems of misunderstanding**.

Communication Skills



Why do the doctors need to practice a good communication?

- Doctors need to learn essentials of good communication more than other professionals because **patients are humans with sensitive needs.**
- Doctors cannot practice medicine without effective communication skills.
- **Poor communication** causes a lot of medico-legal and ethical problems.



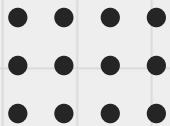
Communication: With whom?

- Patients & care-givers
- Nurses & auxiliary staff
- Colleagues
- Administrators
- Reporting research findings
- Talking to the media
- Public & legislature



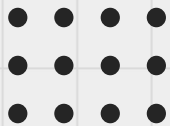
Effective communication

- Ensures good working relationship
- Increases patients satisfaction
- Increases patients understanding of illness & management
- Improves patients compliance with treatment
- Reduce medico-legal problems
- Reduce uncertainty



Communication skills:

- **PRACTICE**- fluent dialogue with patient
- **USE- silence** effectively, allowing patient enough time to express thoughts or feelings
- **ENCOURAGE**- patients with your supportive words
- **UTILIZE** – non-verbal communication ● **Listening**



Some behaviors that can help doctors communicate effectively with patients and colleagues.

Compassion

Demonstrating emotional sensitivity to the pain of others

Empathy

Taking extra time to discover what the patient is going through, and learning how the patient feels will go a long way toward building trust between doctor and patient

Acceptance

Doctors must accept patient decisions and do their best to help

Show Interest

Understanding the sources of stress or other emotional factors that influence mental and physical health. It also helps build trusting and long-lasting doctor-patient relationships.

Be Direct

A “good” doctor will relate direct and unclouded information with compassion and empathy.