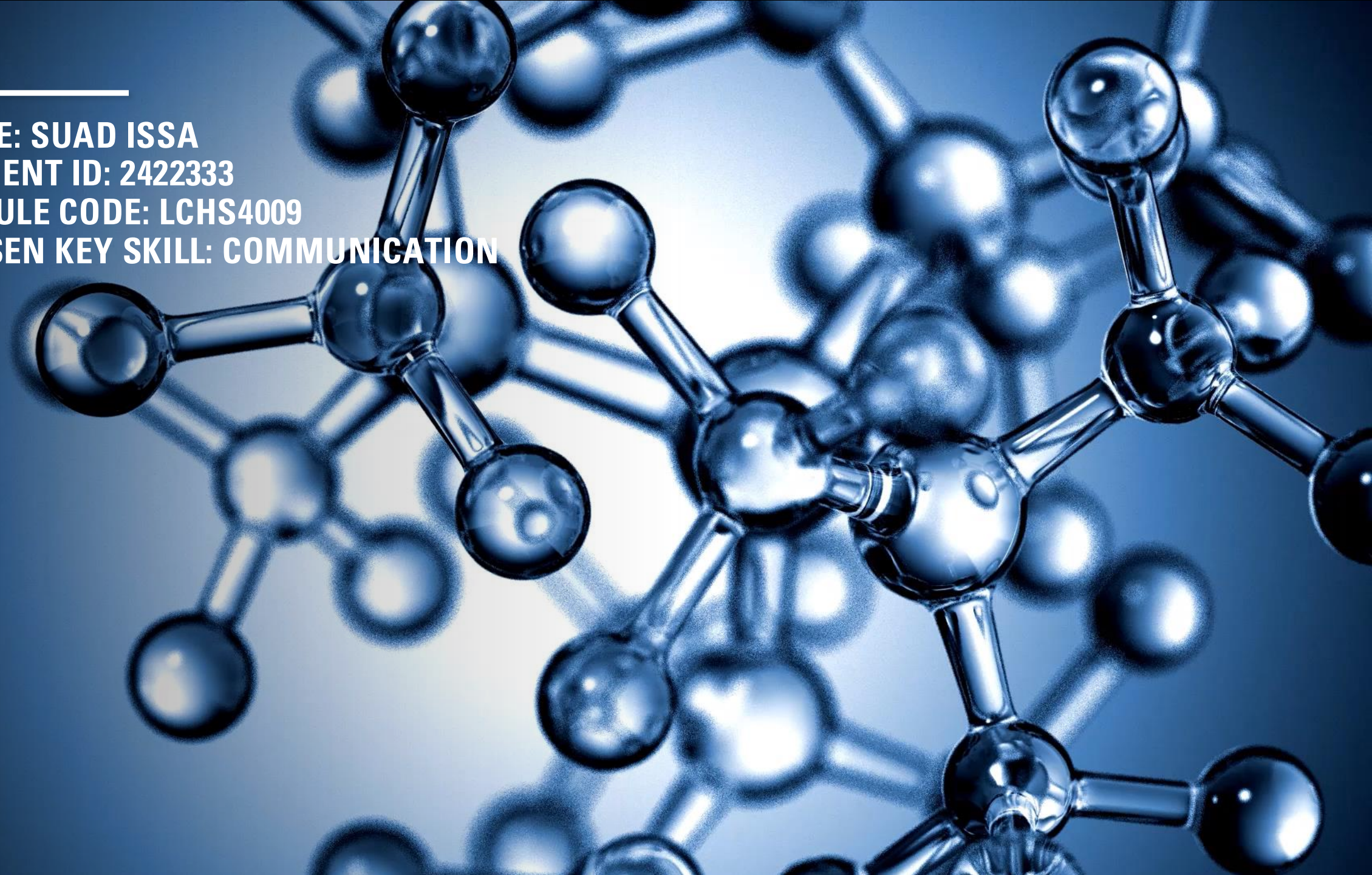
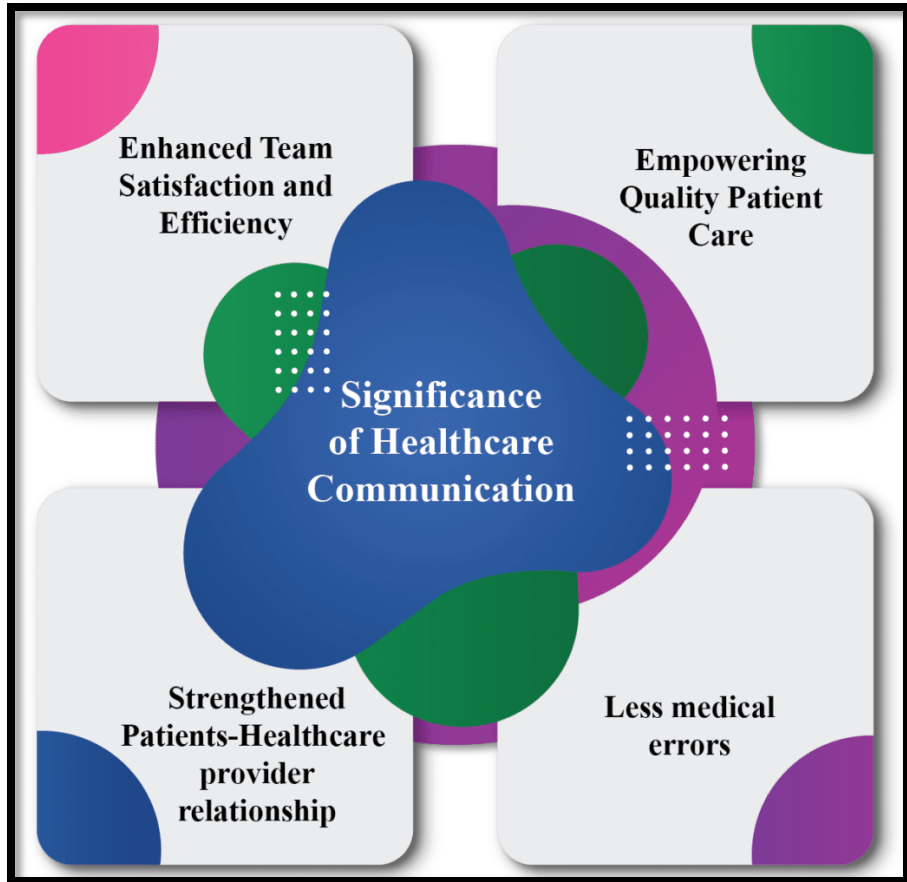

NAME: SUAD ISSA
STUDENT ID: 2422333
MODULE CODE: LCHS4009
CHOSEN KEY SKILL: COMMUNICATION



INTRODUCTION

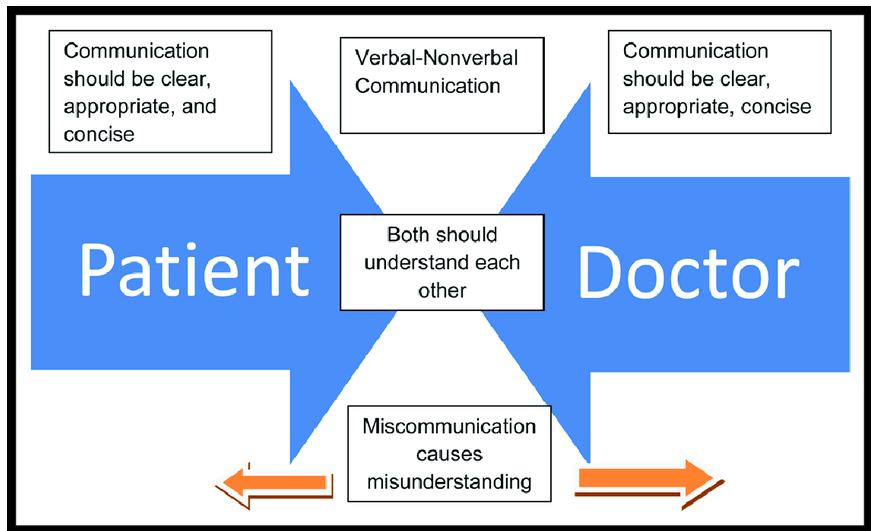


In healthcare facilities, the process of communication is critical to achieving safe, effective, and person-centred care (Annelie et al., 2025).

It facilitates healthcare professionals to pass true information among patients, families, and multidisciplinary team members (Gledhill et al., 2023).

Communication improves the clarification of patient needs, preferences, emotions, and treatment needs during the process of planning care (Ali et al., 2024).

IMPORTANCE OF COMMUNICATION IN HEALTH & SOCIAL CARE



Communication assists healthcare professionals in establishing trust and therapeutic engagements with patients who receive care services (O'Toole, 2024).



It facilitates teamwork and effective multidisciplinary collaboration between professionals in the complex health care settings (Petrovici and Vlaicu, 2024).



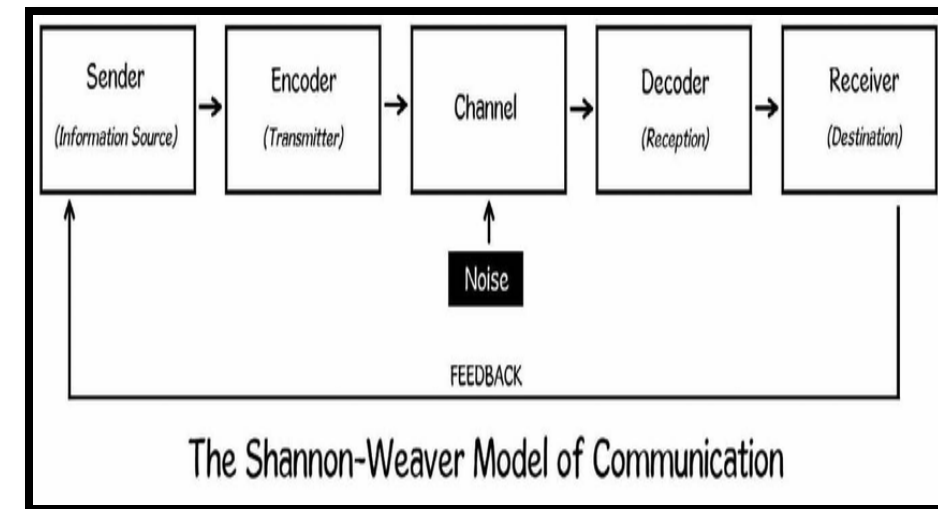
Effective communication helps professionals to understand patient concerns to enhance the process of decision making and treatment planning (Bhattacharyya and Benbow, 2024).

COMMUNICATION MODEL (RELEVANT THEORY)

The model of communication by Shannon and Weaver describes the one-way flow of information between the sender, message, receiver, and feedback (Sianipar et al., 2024).

The communication barriers that the model focuses on include the presence of noise that distorts the clarity of the messages in healthcare settings (Khadija and Omar, 2023).

In communication, feedback is mandatory to make sure that patients gain accurate knowledge of healthcare instructions and treatment information being delivered (Bhattacharyya and Benbow, 2024).



PRACTICAL APPLICATION IN REAL HEALTH & SOCIAL CARE SETTING



Nurses use straightforward language to explain medication instructions to the elderly so that they can comprehend the treatment plans (Williams, 2022).

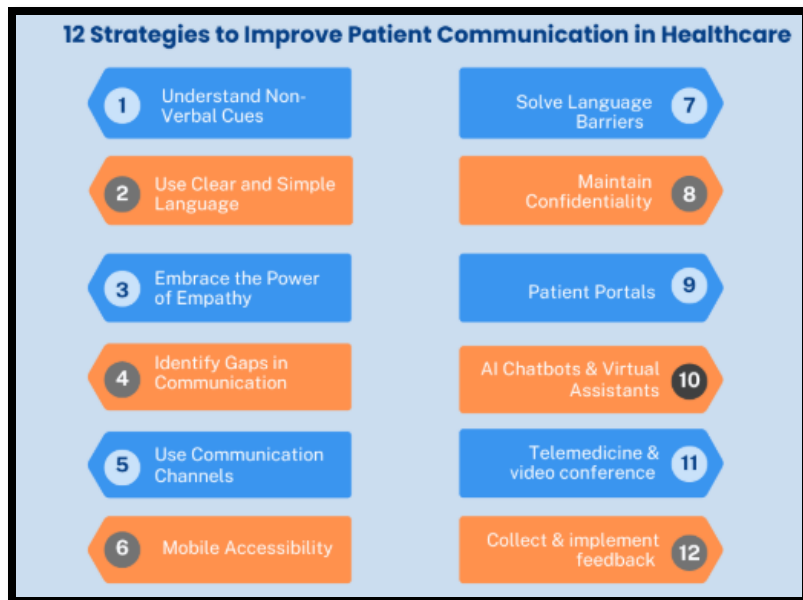


Active listening enables professionals to understand the concerns of patients and how to react adequately during consultations (Lunghi et al., 2022).



Feedback on patient understanding helps to minimize medication error risks in health care settings (Lilley et al., 2022).

BENEFITS OF EFFECTIVE COMMUNICATION IN PROFESSIONAL PRACTICE



Patient safety and quality of healthcare service delivery involve effective communication to minimize medical error and improve patient safety (Omojuwa, 2025).

It enhances patient satisfaction, as it makes people feel respected, informed, and included in the decision-making process (Lilley, 2022).

Patient care services can be delivered by a multidisciplinary team, and communication is known to enhance coordination and consistency (Ali et al., 2024).

CONCLUSION



Effective communication is an important professional skill needed when delivering healthcare services.



It promotes collaboration, advances patient education, and increases the overall outcomes of care quality.



The use of communication models assists healthcare workers in preventing misunderstandings in their interaction with patients in the most effective way possible.

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THANK YOU!

