

PSYCHOLOGICAL PROBLEMS OF "NURSE-PATIENT" COMMUNICATION

Communication is a process of exchanging information between two or more people. Its purpose is to ensure the transmission and understanding of the information exchanged. If mutual understanding is not achieved, the communication has not taken place. It means that both sides have to play an active role in it[1, p. 356].

The communicative side is closely connected with the information exchange, but it cannot be fully described in terms of the information theory. Communication is not only the reception and transmission of information, but it also comprises the relationship of at least two people, and they play a crucial role during the interaction[2, p. 235].

The recipient can create the psychological barriers of various origins against unwanted, tedious or dangerous information. They are called communication barriers.

Such barriers may arise due to the lack of understanding between the participants of communication, which arises on the basis of social, political, religious, professional differences which lead to the appearance of different attitudes, world understandings, worldviews, and outlooks in general. Communication barriers may arise due to the individual or psychological characteristics of those who communicate (distrust, resentment, suspicion, etc.).

Barriers can be caused by different reasons. Therefore, we can distinguish such types: barriers to understanding, barriers of socio-cultural differences and barriers of relations.

1. The barrier of understanding. Its occurrence can be caused by various reasons, not only psychological. Such kind of barrier can appear due to distractions during the transmission of information. It's a phonetic misunderstanding. The phenomenon of phonetic misunderstanding appears as a result of the communicator's usage of slurred fast speech or speech with a large number of similar sounds.

2. The semantic barrier of understanding. It is connected with the fact that participants use different meanings of words.

3. The stylistic barrier of understanding. It usually occurs when there is a discrepancy between the speaker's style of speech and the communicative situation and listener's style of speech or social position.

4. The logical barrier of understanding. It appears when the logic of the speaker's reasoning is either too complex for the listener understands, or it seems to him/her to be wrong or differs from the accepted argumentation manner.

5. The socio-cultural barrier of understanding. Sometimes the reason for the barrier appearance may be hidden in socio-cultural differences between the participants of communication. These may be social, political, religious and professional differences which lead to different explanations of certain concepts.

6. The barrier of authority. Sometimes the vision of a participant as a person of a certain profession, nationality, gender, and age can also become an obstacle[3].

Thus, it can be concluded that the work of a nurse needs high-quality professional and ethical-deontological training. It is essential to remember that the approach to the patient should be sought from the position of a holistic understanding of the human body and health in general. This approach fits the principle of Ukrainian medicine - not to treat the disease, but the patient.

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