



Importance Of Communication: A Case Study Analysis

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APA Citation:

MUTHURAJ, A.K., NIRMALA, D., (2019). , Importance Of Communication: A Case Study Analysis , *Journal of Language and Linguistic Studies*, 15(3), 1223-1225; 2019.

Submission Date: 09/02/2019

Acceptance Date: 25/07/2019

Abstract:

Communication is a form of art where the listener receives multiple information pertaining to the situation and draws a picture in mind about the ongoing process. Only through proper communication skills one will be able to deliver complex information in an uncomplicated manner. In this paper two such cases who receive treatment from the hospital will be discussed. Case studies are valuable records for teaching and research purposes. The researcher has used Dr. Brian Budgell, DC, PhD in writing a biomedical research paper. Communication in the HealthCare Delivery System is improving in India. The researcher is a Medical Social Worker working in a Hospital of National Importance.

Keywords: Communication, Case Study and Hospital Social Work Research.

Introduction:

Case study research is defined as a research method that engages in the close, detailed examination of a single example or phenomenon (Oxford Reference). Case studies are important documents that are said in transparent living conditions which can't be ignored. In-order to obtain maximum knowledge of the subject's proper healthy communication is required. If information is the lifeblood of health-care then communication systems are the heart that pumps it (Enrico Coiera, 2006). Communication in Social Work includes verbal and non-verbal and Inclusion of qualitative data in research is essential. Case studies are valuable contributions to the academic literature surrounding a topic (Jane Frawley and Tessa Finney-Brown 2013). Thus, one can understand how important communication is in health social work research.

Case presentation 1:

This 45 year old woman presented with severe neck pain in the orthopedic department. The pain was felt more in the evening and night making her sleep disturbed. The pain was felt more on the right side than the left side. At times the pain was so bad that she couldn't do any of the household chores. She has been suffering with this pain for nearly six months but in the past week it became intolerable that she was not able to move her neck around. The doctor treated the patient clinically and referred the

patient to the Medical Social Worker of the concerned department for medico-psycho-social counselling. During the session it was found that the patient had been working continuously ignoring the pain and visited the doctor once it stopped her performing her routine. It was also found that the woman had been doing all the work on her own without any support from her family members. The chief complaint was why she is not able to work like previous years. Indian women usually don't communicate her needs to family members and think that she will be blamed if she asks for help. Knowingly or unknowingly she would have learned the same from her family too years ago. Some families are prone to help women in household work but in some other families it is considered unlawful.

Management and Outcome:

The concerned personnel teach women to communicate effectively, raise the concern inside the family that health status is more important and not to be ignored when growing old. Cognitive Behavioural Therapy was followed and also Insight Therapy was given to the patient. The doctor treated the patient clinically with medicines, x-rays and bone density scan. Also, the patient was referred to the physical medicine and rehabilitation department for further management. The patient was with regular follow-up for six weeks.

Discussion:

Culture and Tradition played a significant role while counselling the patient. It was found that women wanted to do all work on their own (obsession) and were not satisfied if others did the same work. But, at times as we grow old it would be difficult to convince people to accept reality. The interesting fact that stood out was that it is difficult to make the patient realize the natural phenomenon of the body mechanism and its function while growing older.

Case Presentation 2:

Introduction:

A case was a middle-aged mother who was miserable on finding the truth that her daughter was suffering with chronic neurological disorder. The daughter was a final year engineering graduate who found difficulty in walking during the initial days of her treatment.

Case Presentation:

The patient was treated as inpatient. The caregiver was her mother. The case was referred to Medical Social Worker for Supportive Therapy. Counselling played an important role for chronic conditions of sickness where handling emotions is crucial. Both the patient and mother underwent multiple therapy sessions in the healing process. Acceptance, how to build life after clinical diagnosis was focused more during the session. The case was discharged after 3 months after undergoing intensive treatment including plasma replacement therapy.

Management and Outcome:

The patient and the caregiver were given absolute knowledge on the treatment plan. There were doubts cleared then and there during the hospital stay. The relatives and the family cooperated well during the treatment since communication was clear and updated. The team included doctor, nurse, medical social worker and paramedicals. Not only the department staff but other ancillary departments too discharge their duty properly since the whole communication system works in perfect harmony.

Discussions:

In any inpatient treatment there will be several occasions the Medical Social Worker will make visits to the ward. It could be for counselling or for extracting certain information the treating team would like to know. Patient friendly treatment, family supportive care and several other criteria will be taken care of by the team with proper communication.

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