

## Research on Doctor-patient communication and care mechanism from the perspective of narrative medicine

Ping Qu, Jiguang Li, Jinhui Wu

School of Humanities and Social Science, Harbin Medical University, China

**Key words.** doctor-patient relationship; humanistic care; medical science; narrative medicine

**Abstract.** The report of the 17th National Congress of CPC will take the “people first” as the core of scientific development concept. With the upgrading of science and technology and the progress of medical science, the “people first” shall be more required by medical science. As future medical workers, we shall keep the humanistic care running through the thought and make efforts to improve the humanistic spirit and humanistic quality to make medical science become the “human science” in a real sense. Therefore, the humanity and medical science emerge at the right moment, and the humanity must take the science as the basis, while the science must take the humanity as the orientation. Humanity is inseparable with medical science.

### Introduction

Humanity and medical science are the interdisciplinary of humanism. Exactly as its name, it is the subject which researches the relationship between medical science and humanity and deeply thinks and summarizes various kinds of medical phenomenon and events starting from the perspective of humanistic conception. The core of humanistic care is to emphasize the human nature and human value.

As a science directly faced with mankind, medical science more emphasizes the humanistic care compared to other sciences. “People-oriented science and technology” is the ultimate goal of science and technology development. The value of science and technology may finally be reflected through the production and living conditions of people and further measured through the level of civilization of human society. Therefore, the social property of science and technology shall be emphasized; the humanistic value of science and technology shall be extruded, and the “anomie” or “alienation” of science and technology shall be kept off. As Yang Shuzi, Academician of Chinese Academy of Sciences and former President of Huazhong University of Science and Technology once said: science is the pursuit of truth, and problems to be answered are about “what it is that and why it is that”; humanity is the devotion to kindness, and problems to be answered are “what it should be and how it should be done”. For scientific activity itself, it could not guarantee that the development and application may benefit to human progress, and it also could not ensure that it is established based on objective laws.

Therefore, humanity must take the science as the basis, while science must take the humanity as the orientation. Science and technology without humanistic orientation either is worthless to mankind or may only bring disaster to mankind. Besides general properties of science and technology, medical science also has other properties. The particularity is that medical science is a kind of science directly faced with mankind, which means a science both taking mankind as the research object and directly serving to the mankind. Medical science more emphasizes the humanistic care compared to other any sciences, and it requires that medical workers shall have perfect culture of human nature. Hippocrates, Father of Western Medicine, thought that “medical skill is the most excellent and gracious among all technologies”, and “doctor shall have all qualities of an excellent philosopher, including: altruism, enthusiasm, modesty and sober judgment, etc”. Yang Quan from the Southern Qi Dynasty of ancient China once indicated in the Physical Theory: Discussion on Medicine that: as a healer, if he has no kindness, he is not reliable; if he has no clear and reasonable thought, he may not be competent in the title of doctor; if he is not honest

and kind, he may not be trusted by others. For the healer employed in the ancient time, he must be the descendant of famous people, and his virtue may be benevolent and caritas” . It indicates that “kindness” and “reasonableness” are the essential condition of “healer” , and “healer” is the model combining science and technology with humanistic spirit. China has long been known as the reputation of “State of Humanity Academic” , and Humanistic care is always the important connotation of Chinese traditional medical science. Traditional Chinese medicine attaches great importance to the ethical value of medical practice, and medical activity shall take patient as the center instead of illness, and regard patient as a whole person instead of machine damaged. The respect, care and proposition to the patient and the emotional communication with the patient shall run through in the process of diagnoses and treatment, which fully reflects the basic principle that “medicine is the humane art” .

### **Necessity of communication of doctor-patient relationship**

Medical personnel and humanistic care are the basis to gain the patient satisfaction.

Medical humanistic care has been running through the history, Dong Feng, famous doctor in Eastern Wu during Three Kingdoms Period, had a compassionate heart; elaborately made a diagnosis and gave treatment for those poor patients, and showed the utmost solicitude. For the cure of disease, no fees were charged and no gifts were received, and it was just necessary for clinician to plant an apricot tree at front of door for commemoration. Several years later, those apricot trees had magnificently become a forest and formed unique scenery. The forest of apricot trees has become the story on medical humanistic care through the ages. In relation to disease, the perspective between patient and doctor may frequently be different. In doctor’s opinion, the symptom of disease is very common, but sometimes, patient may feel that it is serious. In fact, doctor shall treat people instead of treating a disease. The professional nature decides that doctor shall not only care for the state of disease of patient but also shall pay more attention to the mood of patient. The unhealthy emotion of patient may easily result in aggravation of state of disease itself. If medical personnel could perform the effective psychological counseling in due time; strengthen the doctor-patient communication; make humanistic care integrated into the clinical work through the words and behaviors of medical personnel and keep patients mastering the health knowledge of disease, the compliance behavior will be improved; the psychological burden may be alleviated; the coordination treatment will be active; the recovery of disease may be better promoted, and the satisfaction of patient could be obtained.

Humanistic care of medical personnel is the essential means for harmonious doctor-patient relationship.

With the constant deepening of development of medical science and the application of various kinds of modern medical instruments and equipment, the accuracy of diagnosis is improved, so that doctors have more and more come to rely on instruments and equipment for diagnosis and treatment of disease, and the communication and understanding with patients are lost.

Make high and new technology closer to clinic, but have doctor-patient relationship farther: introduce more and more first-class facilities and equipment, but keep the humanistic care less. Easily result in the lack of humanistic spirit and humanistic care. Strengthen the establishment of medical humanistic spirit; set up medical humanistic spirit among medical personnel; lay emphasis on humanistic care which is an important link and bond preventing from medical dispute, improving doctor-patient relationship and promoting the harmony between doctors and patients. It may guide medical personnel respect, care, understand and show consideration for patients, and increase the sense of trust and security of patents to medical personnel for active coordination treatment. Therefore, humanistic care is the best method to resolve tensions between doctors and patients and establish the harmonious doctor-patient relationship.

Humanistic care of medical personnel is the hope for remodeling of image of medical personnel.

Medical humanistic spirit comes from inspiration and practice of life experience accumulated by medical personnel over a long period. Doctors shall get rid of the shadow of doctor master, although

they are the medical talents once receiving good and professional training, they may just be capable of treating the disease of patients but unable to treat the heart, and lack of humanistic care to patients. Strengthen the education and training of humanistic spirit of medical personnel, so that they could realize that a real outstanding doctor shall not only have academic and medical attainments but also have wisdom and wide humanistic mind, and the favorable moral conscience and social responsibility may be established in the privacy of their thoughts. Starting with the small things, the listening, communication and understanding are completely learned; the pain of patients is understood; the purpose of practicing medicine is specified, and personnel pursuit is seriously thought about. The hearts of patients may skillfully be understood at the time of specific work only by starting from our own and small things. Through personal practice, the comfort may be obtained by patients, and the difficulty and anxiety may be excluded for them. Win the hearts of all patients through truth and sincere behaviors; make the distance from patients closer; increase the confidence of patients in overcoming the disease; assist to improve life quality; realize personal original dream, and mould the image of medical personnel in society. In fact, helping others means helping ourselves. Each medical personnel shall understand that a perfect professional image of medical care should be the abundant and perfect combination among exquisite skill, strong love and humanistic quality.

### **Implementation of hospital humanistic care**

For some chronic diseases, mental diseases or incurable diseases including cancer, etc, the best treatment is humanistic care. There is always something beyond the reach of doctors, and the life may not always be brought to a patient.

In the numerous and complicated interpersonal relationship, the importance to doctor-patient relationship will be attached by doctors, patients and experts because of its particularity. The doctor-patient relationship is a kind of knowledge, and the communication channel between doctors and patients may be solid and the harmonious doctor-patient relationship may be newly and completely established only when doctors take out their sincerity to awake the sincerity of patients. In the development process of medical science, propose the modern medical humanistic care; implement the humanistic nursing care; put the service aim taking doctor-patient as the center into practice, and reflect the modern medical humanistic care concept. Providing the full-around high-quality services to patients is not only required by the development and construction of hospital, but also mainly plays a positive role in establishment of harmonious doctor-patient relationship to mollify the contradictions of patient-doctor, so that the purpose of win-win of hospital including social benefit and economic benefit may be reached. As an important component part of social system, doctor-patient relationship plays leading and fundamental role in establishment of cooperative and friendly sanitary environment. However, the existing doctor-patient relationship is not optimistic, and various kinds of doctor-patient contradictions are becoming one of main problems hindering the building of harmonious society. To make medical science back to nature which means that “medicine is the art of humaneness” ; return the respect to patients; provide the dignity to doctors and find the warmth in the doctor-patient world which has been lost for a long time, the hospital must attach importance to humanistic care from the management level, which is simultaneously used for guiding and establishing the harmonious doctor-patient relationship.

However, in the implementation process of humanistic care in the medical science, many programs need to be overcome. For example, for those overcrowded outpatient clinics and wards, the capability of guaranteeing the existing service level has become the long-term “overloaded” operation for doctors and nurses who are bravely fighting at the frontline. Many medical personnel themselves have “fallen sick from overwork” , and it is difficult for them to have energy to take the humanistic care which shall be well done into consideration. Therefore, the pace with supporting changes shall be quickly kept, and to some extent, “the medical treatment without quality is the most expensive medical treatment” . Medical reform must make policy-based

regulation and control between medical treatment quality and treatment quantity, and hospital managers must also start from the requirement on respect of medical service itself and scientifically manage the workload of doctors and nurses. In short, the humanistic care in the medical science is not only crucial to career of each medical personnel working for clinical practices, but also has great important to the current medical broad environment in China, and its effect may both be reflected in aspect of scientific disease cure and more in aspect of remittance of doctor-patient relationship. If the doctor-patient relationship is health and doctors have more experience on scientific research, it will be greatly helpful to Chinese development of medical level.

## **Conclusion**

The connotation of medical social work determines the importance of its social function. The course of history of medical social work displays its inevitability of rapid development, and Chinese medical-sanitary system reform clearly shows the urgency of medical social work. Now, Chinese medical social work still has many problems to be solved, and then the level of understanding shall be further improved; the professional talent team construction shall be strengthened; various policies and regulations shall be complete and perfect; the practical exploration shall be actively made; the medical social work pattern with Chinese characteristics shall be built up, and the development of medical social work shall be improved.

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