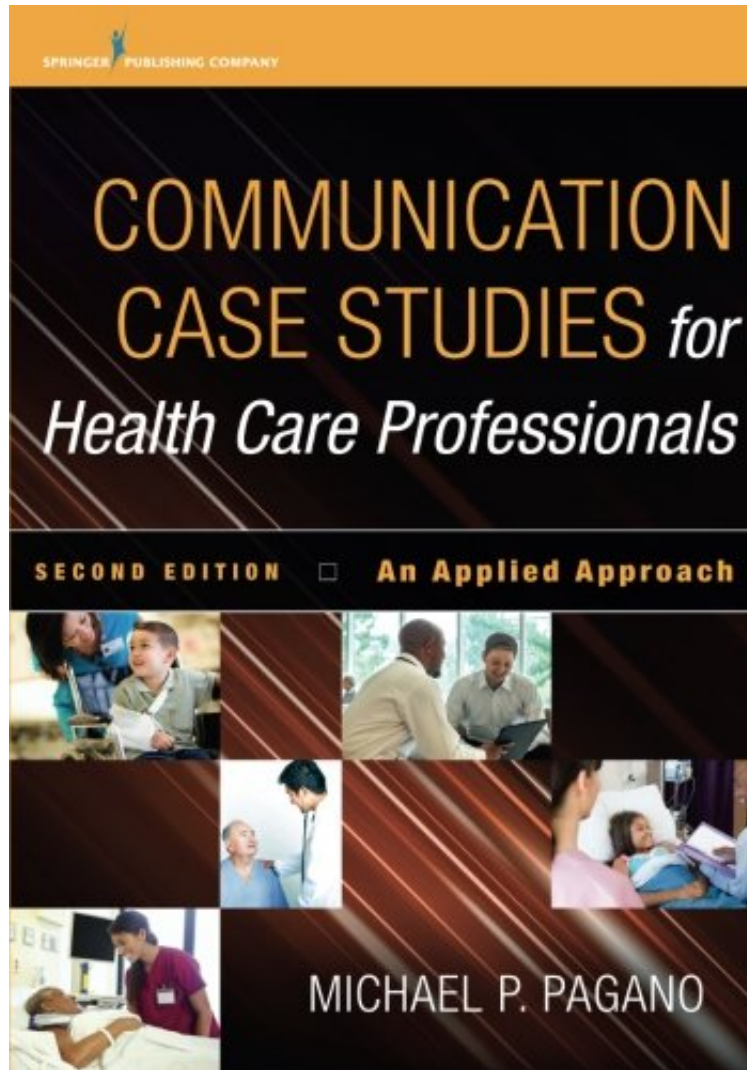


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Communication Case Studies for Health Care Professionals, Second Edition: An Applied Approach

Dr. Michael P. Pagano PhD PA-C

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PRAISE FOR THE FIRST EDITION: allows students and faculty to explore real-life health communication behaviors

through role-playing, interactive exercises, and examples easily adapted for use in many situations, sensitivity and diversity training very worthwhile book for every medical faculty member working to instill professionalism in students. Vincent Carr, DO, MSA, FACC, FACP, Uniformed Services University of the Health Sciences The importance of good communication between health professionals and patients has been well documented. Not only does it foster patient satisfaction, it can have a profound effect on health outcomes. This casebook/workbook helps students, faculty, and health care providers to assess and practice key interpersonal and health communication skills. It presents 45 communication scenarios for students to critique and rewrite in order to enhance the interpersonal relationships of participants. The second edition builds on the first with the addition of 11 new cases and theoretical discussions of interpersonal, gender, intercultural, organizational, and media communication. Additionally, the new edition analyzes each scenario in detail to facilitate broader use by an interprofessional team and expand awareness of the specific skills needed by each health care professional. The new Take-Away Considerations feature at the end of each case study reinforces an understanding of the elements of effective communication. With an eye to time management, each chapter includes effective and ineffective examples of interpersonal communication and interpersonal relationship building. Cases follow the same format including theoretical underpinnings of a particular skill or set of communication skills, an overview of key topics, initial interaction (for role play or analysis), discussion questions (with space for answers), interactive activities and an alternate interaction highlighting more effective communication behaviors, follow-up discussion, key points, and Take-Away Considerations. Scenarios can be used for role play and follow-up discussion in the classroom, for small group work, or individually, as well as in the simulation center and for interprofessional education courses. **NEW TO THE SECOND EDITION:** Includes theoretical introductions to interpersonal, gender, intercultural, organizational, and media communication Presents 11 new case studies Provides an introduction for each case study Describes the application of communication theory for more effective use in the classroom, simulation center, or professional setting Features Take-Away Considerations at the end of each case

About the Author Michael P. Pagano, PhD, PA-C, is Associate Professor (tenured) and Director, Graduate Studies, Department of Communication, Fairfield University, Fairfield, Connecticut, USA. His research areas are health communication, health care organizations, health care pedagogy, pharmaceutical marketing, electronic medical records, and interpersonal and gendered communication. He has been an invited speaker on these topics and has published widely in all of these areas. Dr. Pagano earned his PhD in communication from the University of Oklahoma, USA in 1990. He has authored four books on communication and three book chapters, including "Enhancing Communication Skills Through Simulation," published in Campbell and Daley's *Simulation Scenarios for Nurse Educators: Making It Real*, second edition (2013, Springer Publishing Company). Dr. Pagano is an invited Associate Editor of *Health Behavior Policy Journal* and sits on the editorial board of *Nursing Communication Journal*. Among other honors, he was elected Cura Personalis Faculty Mentor of the Year for 2008 to 2009 and again for 2012 to 2013 at Fairfield University, USA. He served 3 years as a medical corpsman in the U.S. Army, including 1 year in Vietnam as a combat medic. Dr. Pagano is currently the thesis director for several master's students. He concurrently works per diem as a Physician Assistant in the Emergency Department at Stamford Hospital, Stamford, Connecticut, USA. He is a member of the European Association for Communication in Healthcare, the International Communication Association, and the National Communication Association.