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病房警示录

—— 医患沟通案例评析



人民军医出版社
PEOPLE'S MILITARY MEDICAL PRESS

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People's Military Medical Press

北 京

图书在版编目(CIP)数据

病房警示录—医患沟通案例评析/姜学林主编. —北京:
人民军医出版社, 2005. 1

ISBN 7-80194-420-8

I. 医… II. 姜… III. 医药卫生人员—人际关系学—案例—分析 IV. R192

中国版本图书馆 CIP 数据核字(2004)第 074002 号

策划编辑:丁金玉 加工编辑:薛映川 责任审读:李 晨
出 版 人:齐学进

出版发行:人民军医出版社 经销:新华书店

通信地址:北京市复兴路 22 号甲 3 号 邮编:100842

电话:(010)66882586(发行部)、51927290(总编室)

传真:(010)68222916(发行部)、66882583(办公室)

网址:www.pmmp.com.cn

印刷:三河市春园印刷有限公司 装订:春园装订厂

开本:787mm×1092mm 1/32

印张:12.125 字数:251 千字

版次:2005 年 1 月第 1 版 印次:2005 年 1 月第 1 次印刷

印数:0001~7000

定价:20.00 元

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有时,去治愈;
常常,去帮助;
总是,去安慰。

医师和患者的关系,如同一套动作复杂的双人舞。虽然医师是领舞者,但决定舞蹈效果的是舞伴之间的默契、沟通与协调,两个舞伴发挥着同等重要的作用。

内 容 提 要

为适应国内医学模式的变革和医学人性化服务的需要,本书精选了近年来我国医患沟通的 120 余个典型案例进行评析。全书体系完整清晰,事例生动新颖,融真实性、科学性和实用性于一体,对于我国各级医院开展医德医风教育、提升医患沟通技能和提高医疗服务质量具有借鉴与指导作用。本书可供广大医务工作者阅读,也可作为医学院校进行医学人文素质教育的参考教材。

责任编辑 丁金玉 薛映川

前 言

20世纪以来,世界医学经历了技术上的突飞猛进,凭借当代日益发展的声、光、电技术和先进的医学装备,构建了一个严密的客观认知体系。在现代化程度较高的医院里,追求医学技术的齐全和完善,正在成为医院管理层关注的中心,从X线、心电图、电镜、内镜、示踪仪、超声诊断仪,到自动生化分析仪、CT扫描、正电子摄影、磁共振成像、肾透析机、心肺机、起搏器和人工脏器等医学诊断治疗设备一应俱全,器官移植、生殖技术、介入治疗与克隆技术等正在成为人们向往的治疗疾病的手段和方法,各种仪器设备的拥有、各种技术手段的掌握日益成为现代化医院的标志。应当承认,在世界医学发展的一定阶段,医学技术的发展有其十分重要的意义。因为人类对疾病治疗的方法手段还知之甚少,急需通过提高医疗技术来认知疾病,提高医疗服务质量,为人类的健康和疾病治疗做出贡献。

在医学技术至善思想的指导下,患者进了医院,便成了医疗流水线上需要维修的“产品”。在医院里患者被分割成了“系统”,被分解成了器官,被抽象成了标本。人们关注的是致病原因、偏离正常值的数据、细胞形态或分子结构的变化。在这个流水线上的患者的人格、痛苦、情感被强行转化为疾病的症状和体征。整体的患者被无形的观念消解得只剩下一连串陌生而又令人生畏的符号!

医学的发展出现了令人应该警惕的异化：过多地强调专科化、技术化、市场化，而漠视了人性化。医学的非人性化趋势的恶果之一便是医师面对患者的沉默现象。医患之间本应十分融洽的交谈，当前却演变成了医患之间的“失语”。

医学人文精神在现代医学技术的发展洪流冲刷下黯淡了应有的光彩。然而，事物发展的客观规律却是你隐我现，此消彼长。医学人文精神的丧失，随之而来的却是医患关系的僵化。人们发现，医学技术难以解决当代医学的所有问题，医学的许多非技术范畴的问题积重难返。医患关系紧张，医疗纠纷频发，使得当代医学捉襟见肘，疲于应付。医患之间的矛盾一度成了人们关注的社会热点。国家有关方面也曾考虑采取各种措施来调节此类矛盾，但收效并不理想。专家学者们经历了种种不懈探索以后，几乎殊途同归地找到了一个相同的答案，即医学应当关注的是患者，而不仅仅是疾病，医学的本质是“人学”。人文精神不能丢！

人学是什么？专家学者们的表述不尽相同。医学之所以称为“人学”，是因为医学关注的是在病痛中挣扎、最需要精神关怀和疾病治疗的人。随着物质文化生活水平的提高，人们对医疗服务的性质和内容也随之发生了变化，人们在要求精湛医疗技术服务的同时，更加呼唤优质的人性化医疗服务的回归。患者希望医师能成为自己的朋友，在自己患病时能给予帮助，甚至在自己感到情绪沮丧时，也能得到来自医师方面的呵护。由此，医患沟通成为社会及医学卫生界有识之士共同关注的话题。

无论现代医学技术的发展如何科学、先进，人文精神总是不可或缺的。这是因为医学技术对于疾病，总是处于滞后状态，医学技术永远也不可能领先于疾病的发展而存在。而仁

爱精神却总是与医学并存,并且永远与医学的发展相映生辉!

毫无疑问,医学技术的发展与人类生存保健的根本方向是一致的。问题在于我们如何保持医学技术与人文精神之间的协调与平衡,如何把握疾病治疗与人文关怀的最佳结合。

医患沟通正是疾病治疗与人文关怀结合的最基本的形式。医务人员通过沟通,从患方获取疾病信息、疾病背景、家族和社会致病因素,便于诊断病因,实施治疗;医务人员还可以输出信息,患者可以从医患交谈中获知任何疾病资料;更重要的是,医患沟通还可以传递医师对患者的关爱情感,密切医患关系。可以说,医患沟通不仅是临床医学的必然内容,更是人文关怀的基础途径。

医患沟通应当是多种手段综合运用过程和结果。

沟通(communications)是一个外来词,它的一般释义为对话、通信,传达、传授,交流、联系。我国公关学界和传播学界共同的想法是,传播和沟通是信息与观点的传递、交流与分享。沟通的内容是信息和观点。在沟通过程中,人们必须借助于各种媒介如语言、表情、动作、姿态和行为把自己所知道的信息、看法和态度传递给他人。由于媒介的多样性,沟通的方式也就有了多样性和丰富性。医务人员的语言、表情、动作,甚至医院的环境、诊室的布置、人际关系的氛围,无一不在向患者及其亲属传达某种信息、情感和态度。

沟通运用较多的是语言,通过语言交往,医患双方对疾病种类、发病原因及如何治疗等问题,一般都可以得到解决。

然而,沟通又不只是说话。沟通有时仅仅是一种感觉、一个微笑、一个眼神便可以让对方心领神会。沟通有时又是一种行为方式,比如寒冷的冬天,当医师为患者诊治疾病时,把听诊器先在自己怀中焐热,然后再为患者听诊,患者从中感受

到的是浓浓的爱意。相反,一个医师涉嫌报复,在为原女友做阑尾手术时,将其卵巢一并切除,则是一种罪行,这种罪行给患者的不仅仅是感情的伤害,更是终生的伤害和痛苦,此时的沟通是以生理和精神的多种形式表现出来的。

沟通有时可能又是虚无的,一项要人遵守的制度,一种令人不得不如此的体制,它们是无形的而且是高高在上的,但却实实在在地让人感受到它的温情或冷漠。

因此,医患沟通几乎涉及当今医患关系领域的所有问题。强调医患关系,不可能不涉及医患沟通;改善医患关系,首先要改善医患之间的沟通状态。

可喜的是,作为国家卫生事业的最高管理机关——卫生部,2002年在重庆市召开了医患沟通现场交流会。此举的重要意义在于,我国在国家管理的层面上,注重患者的情感需求,倡导医学顺应人性化的发展趋势,使医患关系走上了融洽和合作的良性轨道。

在这种大趋势的影响下,国内一些志同道合者加强了对医患沟通的研究,在相继出版了《医疗语言学初论》(姜学林.中国医药科技出版社,1998)、《医疗语言学》(姜学林主编.世界医药出版社,2000)、《医患沟通艺术》(姜学林主编.第二军医大学出版社,2002)的基础上,2004年又联合编著《病房警示录——医患沟通案例评析》一书,可以说是对此种大趋势的呼应。本书的编写宗旨是,为全国各级各类医院提供生动丰富的素材,以锤炼人文精神,提高职业素质,为我国医学事业朝着人性化方向发展呐喊鼓劲。

本书主要以医患沟通的各个侧面和环节为主线,还旁及了医患关系有关背景和环境的内容。有些论点在国内医患关系研究中还较少有学者涉猎。本书的特点是,重在以例论理,

以事说情。桩桩案例,或正或反,或庄或谐,或美或丑,或荣或辱,它们像一面面镜子,映现出医务人员的良知道德,折射出医务人员的形象。有的案例甚至带着血淋淋的教训,警示医务人员在当前的医患关系环境中,应当如何与患者进行最具人性化的交流和沟通,应当如何加强法制观念,增强自我保护意识;应当如何提高我们的医患沟通技艺,以弥补当代医学发展中的缺憾,从而适应当今医患关系实践的需要。

在本书编写过程中,湖北省郟阳医学院医学文化研究中心主任曾孔生教授对本书的编写大纲提出了建设性意见,本书的出版得到了人民军医出版社的大力支持。江苏大学赵士泰教授、周红教授为本书前言和目录的英文翻译付出了辛勤劳动,我的同事徐红梅、苏兆亮、张蕾蕾,我的学生陈宇、吴玲帮助完成了部分文字处理工作,在此一并感谢。

江苏大学医学文化研究所 姜学林

于江苏镇江北固山下

2004年5月

Preface

Part I

Since the 20th century, world medical technologies have developed rapidly. By contemporary acoustic, optic and electric technology, a tight objective cognitive system has been erected with the help of advanced medical equipment. In advanced hospital, to pursue competition and perfection of medical technology has become the focus of hospital management. The diagnosis instruments such as X ray, electrocardiogram, electric microscope, endoscope, track-showing apparatus..... are available. People are looking forward the application of new technologies in treatment, for example organ transplantation, reproduction technology and clone technology. Possessing all kinds of medical equipments and mastering advanced medical technologies have become the signs of hospital modernization. It is true that the development of medical technology is of great importance in the special stage of world medical development. Because man knows little about disease treatment currently, it is urgent to improve medical technology to know more about the diseases. Then the hospital can supply better medical services and contribute more to human health.

But under the guidance to show the effectiveness of

medical technology, hospitalized patients become the objects to be maintained. They are divided into systems and organs and abstracted as samples. People pay close attention to pathogenesis, deviation from normal data, and the changes of patients are forcedly turned into symptoms and signs—a series of strange and daunting symbols.

The alienation that should make people beware of has appeared in the development of medical science. Humanity is ignored while profession, technology and market are emphasized too much. One of the consequences is that the doctor keeps silence in the face of outcomes. And the talk that should be very harmonious between doctors and patients develops into “aphasia” at present.

Medical humane spirit has been weakened with modern medical development. But the objective rule shows that if one decreases its opponent will increase. With the lack of medical humane spirit, the relationship between doctors and patients becomes rigid. It is found that it is impossible to solve all problems of contemporary medical science only with medical technologies—the non-technical problems, for example. The relationship between doctors and patients becomes tense. And the medical disputes take place frequently. These phenomena make contemporary medical science awkward and hard to deal with. Contradiction between doctors and patients once became a social focus. The national department has considered taking various measures to regulate the contradiction, but the results were unsatisfactory. The experts

and scholars began to suspect the value of instrument diagnosis in disease treatment. After probing through different routes, scholars have got the answer that medical science should pay more attention to patients rather than disease, and “the patients-centered theory” may be the essence of medical science. Humane spirit can’t be ignored.

What is “patients-centered theory”? the interpretations of the experts and scholars are not the same. In “patients-centered theory”, it means that medical workers should pay close attention to patients who suffer a lot from diseases and need spiritual care and disease treatments. With the improvement of the living standard, people long for humanized medical care of high-quality, as well as good medical technological services. Patients hope that doctors can become their friends, helping them when they are ill. They even hope to get the care from doctors when they are depressed. Therefore, communication and understanding between doctors and patients becomes the subject that the knowledgeable people in the society and the hygiene field care most about.

No matter how advanced modern medical technology has developed, humane spirit is always indispensable. Though medical technology always lags behind diseases and could never lead ahead of the development of diseases, kind-hearted spirit always coexists with medical science and plays an important role in medical science.

Doubtlessly, the development of medical technology is in accordance with human survival sanity. But the problem

lies in how we keep the coordination and balance between medical technology and humane spirit, and how we hold the best combination of disease treatment and humane care.

Part II

Communication between doctors and patients is exactly the basic form of combined humane care and disease treatment. By this way, the medical workers could obtain disease information, disease background, family and social causes about the patients and make the diagnosis and the treatment. Vice versa, the communication can also output information and what the patients want to know can be learned in their talks. The more important thing is that communication transmits the doctors' love to patients, thus close relation between doctors and patients can form. So we can say that this kind of communication is not only the essential part of clinical medicine, but also the basic way of the humane cares.

Communication between doctors and patients is the compositive result of many kinds of means.

Communication is a word from abroad. It generally means dialogue, communication, transmitting, teaching, exchanging, and keeping in touch. In public relation and propagation field of our country, the propagation and communication are thought as the transmitting, interchanging and sharing of message and ideas. Contents of communication are in-

formation and points of view. In the course of communication, people must transmit the messages, views and attitudes with the aid of various medias such as languages, expressions, movements, postures and behaviors. Because of every variety of medias, the way to communication is various. The language, expressions, movements of medical workers, and the environment, arrangements of the consulting room, interpersonal atmosphere of the hospital can transmit certain information, emotions and attitudes to patients and their relatives.

In communication, languages are used most. Normally after talking between medical workers and patients, the nature of diseases can be found and the treatment can be arranged.

But communications do not merely mean speaking.

Sometimes communications can be interpreted as a feeling, a smile or an expression in one's eyes that could be understood tacitly by others.

Communication is also a kind of behavior sometimes. For example, in cold winter, if the doctors warm the stethoscopes before examining patients, the patients will feel the deep care from the doctors.

On the contrary, if a doctor wants to revenge on his ex-girlfriend by removing her uterus during the appendix operation, this is a vicious behaviour which hurts her physically and spiritually as well. And the results of this kind of communication are expressed in various forms spiritually and

physically.

Communication may be invisible sometimes. It perhaps is system, or a regulation that people have to observe. It can give both pleasant and miserable experience to others.

So communication is nearly involvea in all problems of current relationship between doctors and patients them. To improve the relationship between doctors and patients must strengthen communciation.

Fortunately, an on-the-spot meeting was held in Chongqing in 2003 by the Ministry of Public Health, the highest national hygiene management department, It showed that The national management department in our country paid much attention to the humanized development trend, and the patient's emotion demand, resulting in a harmonious and cooperative benign state in the relationship between doctors and patients.

Part III

Under this main trend, some scholars at home with the same interest strengthen the research of communication between doctors and patients, publishing in succession "Medical Linguistics Outline" (edited by Jiang Xuelin, Chinese Medicine Publishing House, 1998), "Medical linguistics" (edited by Jiang Xuelin, World Medical Publishing House, 2000), "Link-up Art of Doctors and Patients" (edited by Jiang Xuelin, Second Army Medical Universities of Publishing Hou-