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ЭФФЕКТИВНОЕ ОБЩЕНИЕ НА АНГЛИЙСКОМ ЯЗЫКЕ В МЕДИЦИНСКОЙ СРЕДЕ

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В медицинской среде, эффективное общение на английском языке играет важную роль в обеспечении качественного ухода и взаимодействия с пациентами и коллегами. Этот навык требует от медицинских специалистов не только владения профессиональными терминами и фразеологиями, но и умение проявлять эмпатию, а также ясно и четко выражать мысли. В работе был проведен анализ опроса, касающийся эффективного общения на английском языке в профессиональной деятельности.

Ключевые слова: анкетирование, медицинская сфера, коммуникация, английский язык, иностранный язык

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EFFECTIVE COMMUNICATION IN ENGLISH IN A MEDICAL ENVIRONMENT.

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In a medical environment, effective communication in English plays an important role in providing quality care and interaction with patients and colleagues. This skill requires medical professionals not only to possess professional terms and phraseological units, but also the ability to show empathy, as well as express thoughts clearly and clearly. The paper analyzed a survey on effective communication in English in professional activities.

Key words: survey, medical field, communication, English, foreign language

In the modern world, English has become actively introduced into various spheres of human life, including medical activities. Every year in Russia, the number of employees and students from the medical field who cooperate with experienced English-speaking colleagues and foreign medical institutions is increasing. There are also relevant international internship programs for medical students in foreign medical organizations. English language proficiency makes a person international and opens up many opportunities for [1].

The ability to communicate effectively in English in a medical environment is of great importance for providing quality care, preventing errors in diagnosis and treatment. In addition, a good command of English can contribute to professional growth and the opportunity to participate in international scientific meetings and conferences. Also, many relevant educational materials, articles and research in the field of medicine are published in English. Thus, proficiency in English has a positive effect on the development of professional medical skills and scientific knowledge.

Based on statistical data from the SIL International Handbook of World Languages, the majority (1.43 billion) of the world's population are English speakers [3]. Thus, one in eight people, including patients who need medical care, are able to speak English. Thus, for a modern medical professional, knowledge of the English language - a necessary condition for professionalism,

allowing you to work with information available to the world community, provide qualified assistance to foreigners, as well as communicate with colleagues from different countries[2].

In Russia, English is poorly developed and most of the population, including health workers, have difficulty communicating with foreigners. According to statistics, in Russia, only 7 million people speak English, which is 5% of the total population of the country (144.9 million) [3]. This problem has many negative consequences, which are reduced to the inability to build a dialogue and misunderstanding between the medical professional and the patient.

The aim

To conduct a survey among medical professionals and students of medical universities in Russia to determine the level of communication skills in English. To study the basic principles of effective communication and make recommendations for improving communication in English in a medical environment. Analysis of the importance of language skills for successful interaction between healthcare professionals and patients.

Material and methods

An anonymous survey was conducted, which was attended by 108 people. The survey was conducted among employees and students in the field of healthcare and medicine. The respondents were asked to answer questions regarding their gender, age, level of education and level of English proficiency. In addition to the basic information, we also asked people's opinions about the difficulties and advantages of the English language in the work of a medical professional. The results obtained are also analyzed, statistics are provided and scientific literature is studied using Internet resources related to the topic of effective communication in English in medicine.

Results and discussions

Students, teachers and medical staff took part in the survey. The majority of respondents – 55.6% - are women (N=60), a smaller number – 44.4% - are men (N=48). Of these, 40.7% (N=44) were between the ages of 18 and 29, 33.3% (N=36) were from 30 to 49, and 25.9% (N=28) were over 50 years old. According to the level of education, the participants were divided into 3 groups: people with an average level of education – 18.5% (N=20), with an average profile – 22.2% (N=24) and people who graduated from higher education institutions - 59.3% (N=64).

The respondents were asked the question: "What is your level of English proficiency?". According to the results of the survey, the majority of respondents (65%) speak English at an average or above average level, 35% have advanced and professional knowledge of English, 17% of respondents have poor command of a foreign language (Figuration 1). Thus, most medical professionals speak English well and are able to engage in dialogue with foreign patients and colleagues.

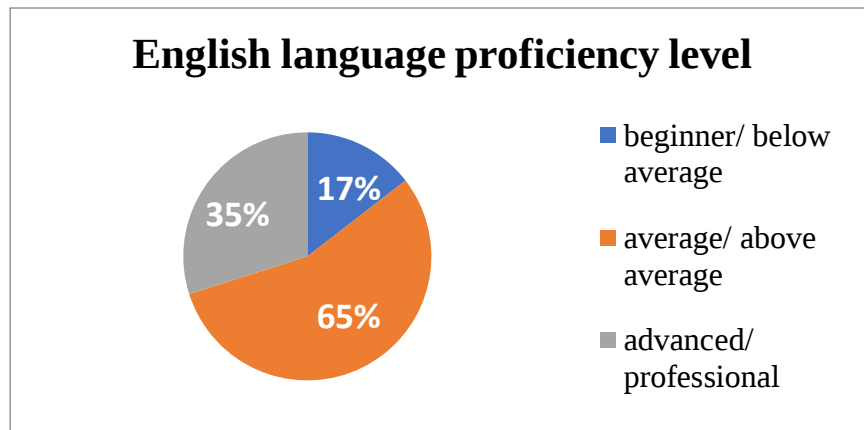


Fig.1 Level of English language proficiency

We also asked people what difficulties a medical professional may face in providing assistance to foreign citizens who do not speak Russian. The majority (58%) believe that they will need the help of an interpreter, 48% said that they will have difficulty understanding the dialogue, and 11% do not see any problems in this situation (Figuration 2). Most of the respondents admit difficulties in working with foreign citizens.

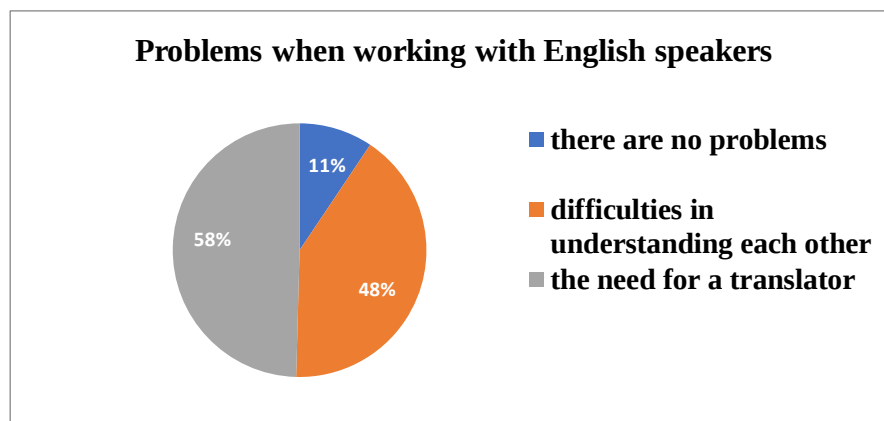


Fig. 2 Difficulties in working with English speakers

A question was also asked about the possible benefits of knowing English in the medical field. Thus, 32% of respondents find it easy to maintain a conversation, 43% believe that they are able to provide highly specialized medical care, and 41% are convinced that they will not depend on a dictionary and translator when working. Employees with a good command of English do not have to resort to assistance in understanding the dialogue, and providing assistance to foreign patients becomes easier, efficiency increases.

Conclusion

Thus, our research allows us to conclude that the majority of medical professionals speak English well. Constant practice and striving for improvement will help medical professionals successfully interact with patients and colleagues in English, improving professional skills and improving the quality of healthcare.

To improve the level of English proficiency, it is recommended to practice conversational skills with colleagues and patients, read scientific literature in English and participate in international conferences and seminars.

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