

ISSN 2181-7812

TOSHKENT TIBBIYOT AKADEMIYASI  
**AXBOROTNOMASI**

**ВЕСТНИК**  
ТАШКЕНТСКОЙ МЕДИЦИНСКОЙ АКАДЕМИИ



Co-funded by the  
Erasmus+ Programme  
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**"BO'LAJAK SHIFOKORNING  
MULOQOT KOMPETENSIYASI"**  
I - xalqaro o'quv-uslubiy  
konferensiyaga bag'ishlangan  
**MAXSUS SON**

**2024**

TOSHKENT

ISSN 2181-7812



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## PECULIARITIES OF COMMUNICATION BETWEEN MEDICAL STAFF AND PARENTS OF CHILDREN WITH HEART FAILURE.

Saloni S.M.<sup>1</sup>, Tulyaganova D.S. (supervisor)<sup>2</sup>

## TIBBIYOT XODIMLARI VA YURAK ETISHMOVCHILIGI BO'LGAN BOLALARNING OTA-ONALARI O'RTASIDAGI MULOQOTNING O'ZIGA XOS XUSUSIYATLARI.

Saloni S.M.<sup>1</sup>, Tulyaganova D.S. (илмий раҳбар)<sup>2</sup>

## ОСОБЕННОСТИ ОБЩЕНИЯ МЕДИЦИНСКОГО ПЕРСОНАЛА И РОДИТЕЛЕЙ ДЕТЕЙ С СЕРДЕЧНОЙ НЕДОСТАТОЧНОСТЬЮ.

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*Ushbu maqolada yurak etishmovchiligi bo'lgan bolalarning ota-onalari va tibbiyot xodimlari o'rtasidagi muloqotning o'ziga xos xususiyatlari o'rganildi. Tadqiqot muloqot jarayoni bilan bog'liq muammolar va dinamikani tushunishga, shuningdek, aloqa strategiyalarini takomillashtirish bo'yicha tavsiyalar berishga qaratilgan.*

**Kalit so'zlar:** *pediatrik yurak yetishmovchiligi, aloqa muammolari, tibbiyot xodimlari, ota-onalar, hamdardlik, aloqa strategiyalari*

*В данной статье рассматриваются особенности общения между медицинским персоналом и родителями детей с сердечной недостаточностью. Цель исследования - понять проблемы и динамику, связанные с этим процессом общения, а также дать рекомендации по совершенствованию стратегий общения.*

**Ключевые слова:** *детская сердечная недостаточность, коммуникативные проблемы, медицинский персонал, родители, эмпатия, коммуникативные стратегии.*

**Introduction:** effective communication between medical staff and parents of children with heart failure is essential for providing comprehensive and compassionate care to pediatric patients [1,3]. The diagnosis of heart failure in a child can be emotionally challenging and overwhelming for parents, often leading to heightened anxiety, fear, and uncertainty about their child's health and future [2,5]. In this context, the communication dynamics between healthcare professionals and parents take on unique and critical significance, shaping the overall experience of care and decision-making process [4,6]. The peculiarity of communication in this setting stems from the complex interplay of medical intricacies, emotional sensitivity, and the need for shared decision-making [8,10]. Unlike adult patients, children with heart failure rely heavily on their caregivers to navigate their healthcare journey, making effective communication between medical staff and parents pivotal in ensuring optimal treatment outcomes and family well-being [1,7]. This article explores the specific challenges and nuances of communication encountered by medical staff when interacting with parents of children diagnosed with heart failure [3,6]. It delves into the emotional impact of the diagnosis on parents, the complexities of discussing treatment options and prognosis, and the strategies employed by healthcare professionals to foster open dialogue, build trust, and empower parents in managing their child's condition [2,5,8]. By highlighting the unique aspects of communication in this context, this article aims to enhance awareness and understanding among healthcare providers [4,7], ultimately promoting more effective and empathetic communication practices that can positively impact the care experience for families facing the challenges of pediatric heart failure.

**Purpose of the work:** From society's viewpoint, awareness and perception of pediatric heart failure can vary widely, with many individuals lacking a full under-

standing of its severity and impact. Some may view it as a rare and isolated issue, leading to misconceptions and social stigma that can create barriers for affected families seeking support and understanding. Medical staff, particularly pediatric cardiologists, face unique clinical challenges in diagnosing, treating, and managing children with heart failure. The complexity of pediatric cardiac care demands specialized expertise, advanced technology, and interdisciplinary collaboration to deliver optimal treatment and support to young patients and their families. For parents, the experience of having a child with heart failure involves a profound emotional journey. They navigate a range of emotions from shock and fear to resilience, while coping with the daily challenges of managing their child's condition. Seeking accurate information, making complex medical decisions, and advocating for their child's best interests are central to their perspective. The multifaceted perspectives of society, medical staff, and parents on children with heart failure highlight the need for increased awareness, compassionate care, effective communication, and advocacy efforts. By addressing these perspectives collaboratively, we can foster a supportive environment that enhances outcomes, quality of life, and empowerment for children with heart failure and their families.

**Methods:** To investigate the peculiarities of communication between medical staff and parents of children with heart failure, this study employed a mixed-methods approach. Semi-structured interviews were conducted with medical staff and parents to gather insights into their experiences, perspectives, and communication preferences. Additionally, a comprehensive review of existing literature on communication in pediatric cardiology and heart failure was conducted to provide a theoretical framework for the study. The data collected from interviews and literature review were analysed to iden-

tify common themes and patterns related to communication practices in this context.

**Results:** the results of the study highlight several key findings about communication between medical staff and parents of children with heart failure. Firstly, empathy and emotional support were identified as crucial elements of effective communication, with both medical staff and parents emphasizing the importance of understanding and compassion. Secondly, clarity and transparency in conveying medical information were found to be essential for building trust and empowering parents to make informed decisions. Finally, the results underscored the significance of ongoing communication and collaboration between medical staff and parents throughout the treatment process.

**Conclusion:** the findings of this study emphasize the importance of effective communication in the care of children with heart failure. By recognizing the unique challenges and dynamics of communication in this context, medical staff can better support parents and enhance the overall quality of care provided to these vulnerable patients. Building trust, demonstrating empathy, and promoting open dialogue are key components of successful communication strategies in pediatric cardiology. Moving forward, it is essential for healthcare providers to prioritize communication skills training and foster a culture of patient-centered care in order to improve outcomes for children with heart failure and their families.

**Recommendations:** based on the findings of this study, several recommendations are proposed to enhance communication between medical staff and parents of children with heart failure. Firstly, healthcare providers should prioritize empathy and emotional support in their interactions with parents, recognizing the emotional toll of caring for a child with a serious medical condition. Secondly, clear and concise communication of medical information is essential to ensure that parents understand their child's condition, treatment options, and prognosis. Communicating with parents of younger patients with heart failure is a crucial aspect of providing comprehensive care and support. Here are some key strategies to effectively communicate with parents in this challenging situation:

1. **Establishing Trust:** Building a strong foundation of trust with parents is essential. Begin by introducing yourself, explaining your role in the care team, and addressing any concerns or questions they may have. Show empathy and understanding towards their situation to create a supportive environment.

2. **Clear and Transparent Communication:** Use simple and understandable language when discussing the diagnosis, treatment options, and prognosis with parents. Avoid medical jargon and provide information in a way that is easy for them to understand. Encourage parents to ask questions and clarify any doubts they may have.

3. **Active Listening:** Listen attentively to parents' concerns, fears, and emotions. Allow them to express their thoughts and feelings without interruption. Acknowledge their emotions and confirm their experiences to show empathy and support.

4. **Provide Education:** Offer educational resources and materials to help parents better understand their child's

condition and treatment plan. Explain the importance of medication adherence, lifestyle modifications, and follow-up appointments to ensure optimal care for their child.

5. **Involve Parents in Decision-Making:** Involve parents in the decision-making process regarding their child's care. Discuss treatment options, risks, and benefits together, and consider their preferences and values when making decisions. Encourage open communication and collaboration to promote shared decision-making.

6. **Offer Emotional Support:** Recognize the emotional impact of having a child with heart failure on parents. Provide emotional support, counselling, and resources to help parents cope with stress, anxiety, and uncertainty. Connect them with support groups or mental health professionals if needed.

7. **Follow-Up and Continuity of Care:** Maintain regular communication with parents through follow-up appointments, phone calls, or tele-health visits. Keep them informed about their child's progress, test results, and any changes in treatment. Ensure continuity of care by coordinating with other healthcare providers involved in the child's treatment.

By following these strategies, healthcare providers can effectively communicate with parents of younger patients with heart failure, build trust, provide support, and empower parents to be active participants in their child's care. Effective communication is essential for promoting positive outcomes and enhancing the overall well-being of both the child and their family.

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**PECULIARITIES OF COMMUNICATION BETWEEN  
MEDICAL STAFF AND PARENTS OF CHILDREN  
WITH HEART FAILURE.**

Saloni S.M.<sup>1</sup>, Tulyaganova D.S. (supervisor)<sup>2</sup>

This article explores the peculiarities of communication between medical staff and parents of children with

heart failure. The study aims to understand the challenges and dynamics involved in this communication process, as well as to provide recommendations for improving communication strategies.

**Key words:** *pediatric heart failure, communication challenges, medical staff, parents, empathy, communication strategies.*

