



# Communicating Quality and Safety in Health Care

*Rick Iedema, Donella Piper, Marie Manidis*

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In response to the growing emphasis on clinicians' capacity to practise effective communication, *Communicating Quality and Safety in Healthcare* provides real-time communication scenarios and interprofessional case studies. The book engages healthcare trainees from across medicine, nursing and allied health services in a comprehensive and probing discussion of the communication demands that confront today's healthcare teams. This book explains the role of communication in mental health, emergency medicine, intensive care, and a wide range of other health service and community care contexts. It emphasises the ways in which patients and clinicians communicate, and how clinicians communicate with one another. The case studies explain why and how communication is critical to good care and healing. Each chapter analyses real-life practice situations, encourages the learner to ask probing questions about these situations, and sets out the principal components and strategies of good communication.

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