



**National Conference on Recent Trends in Engineering, Science,  
Humanities and Management (NCRTESHM – 2023)**

29<sup>th</sup> January, 2023, West Bengal, India.

**CERTIFICATE NO : NCRTESHM /2023/C0123217**

**A STUDY ON CLINICAL COMMUNICATION TO PROMOTE CARE TEAM  
COLLABORATION FOR BETTER PATIENT OUTCOMES**

**DR. SHYAM SEKHAR CHOUDHURY**

Research Scholar, Ph. D in Management,  
CMJ University, Jorabat, Meghalaya, India.

**ABSTRACT**

Healthcare in the past was less complex because it was based on faith and provided by general practitioners, who were mostly family physicians. As healthcare organizations embraced new methods of providing treatment, the foundation that had been built on trust and empathy for decades started to change drastically. New, more complex systems, complex investigations, expensive gear, and specialty-based practice forced new, more formal requirements on healthcare communication as the healthcare system underwent a significant transition. In the past, healthcare was judged just on the results of treatments. However, as time went on, several other criteria were included, and now, it is assessed not only on the results of basic healthcare but also on value-added services. Even before these developments, doctor-patient relationships were already troublesome due to the abundance of new questions and clarifications. When patients and doctors talk, it helps the patient recover faster and makes them happier overall. A report from the Institute of Medicine found that when it comes to "soft skills," medical personnel are badly trained. Because patients face challenging situations, healthcare systems are complex, and individuals have high expectations, poor communication between patients and healthcare practitioners is an issue in every healthcare institution. Neglecting to communicate can have disastrous results. While it may be impossible to completely eliminate the possibility of making a mistake, improved communication leads to better patient outcomes and a successful healthcare provider outcome. The doctor must communicate with the patient to guarantee their safety.