



Communication

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To be on the same frequency, in Medicine; how in preterm babies?

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Translation cannot indicate what you are meaning for. People conversations are all social and idiomatic controversies which, only understand by the same cultural conditions, to be on same frequency. How can you be in talk with preterm babies, infants? You have to know how to talk.

Words are in grammatical and as indicates the meaning, you can translate and be understandable and others can confirm what you are meaning for.

Simple in Turkish there is some warning "Sigara içilmez" and if you want to translate, tobacco isn't drinkable. Of course yes, but the meaning is smoke, in Turkish "tüttürmek", but, as regular using drink indicates as the same meaning.

If I indicate as "I read a book, and later on mentioned as the book reads me". There is not any grammatical misunderstanding. You must ask, which book, and I will indicate as The Holy Bible or Quran or some other similar ones.

The normal delivery of a preterm is not meaning as the delivery is completely normal, it's a vaginal delivery of preterm, and resuscitation and ventilation is performed, but family confirms, if all normal, why in ventilation".

In medicine the medical language and the individual perspective is so differing and cannot be at the same frequencies. Therefore, in physician and patient communications we need

a special and proper translator, a special person for giving information and taken consent, and more aspects etc. Nonverbal is the most important at the medical communications.

In infants there is some software programs as “CryTranslator”, first recording the crying, later on giving the result as; hungry, sleepy, discomfort, stress and bored.

Outline

AIM: The communication and relation between the preterm infants is in a special meaning. Not verbal but, proper and gentle behavior and touch is the main one as kangaroo method.

Grounding Aspects: The communication and relation concepts and the understanding of the preterm and medical staff, and families are discussed.

Idioms are mostly used at the conversations, especially the educational status is high school or college or even especially medical training, for physicians and medical professions as pediatrics and mainly in Neonatology.

Physicians mostly speak in medical standings, that the Deontological concept is physician and to physician conversations must be in medical literature and cannot be understandable from patients. Thus wrong translations can be confirmed.

Therefore, talking and mostly differentiates as: a) in academic writing, b) collegial language, c) street language, d) improper language. For preterm and newborns, feeling the infants need and desires, nonverbal, even by cry translations, summarized as; hungry, sleepy, discomfort, stress and bored.

Physicians mostly have problem on confirming the state. Therefore, special proficiency like medical secretarial education is mostly the useable one. Nonverbal communication is the most important one and cannot be a liar.

In this lecture, we are indicating the idioms and the problems confirmed at the medicine

In babies the only speech is crying, thus the translation mostly by mother, but a physician and nurse can be confirmed what the baby try to mentioned.

For preterm, infants even cannot cry, therefore the conversation between the medical staffs and preterm are in special manner. Holding the nipple, feeling comfort and other cool behavior is also a way of and to be on the same frequency.

Key Words: Cooperation, relation, preterm, kangaroo method, skin to skin, face to face and eye to eye contact, idiomatic perspective

Özet

AMAÇ: İnsanların birbiri ile ilişkilerin sağlamak için iletişim boyutu önemli olmaktadır. Prematürelere için de ciltten cilde, göz göze ve cilt cilde temas önemli etkileşim sağlamaktadır.

Dayanaklar/Kaynaklar (Materyal ve Metot): İletişim ve ilişkiler konusu altında, terimler boyutunda prematürelere olan iletişim konusu irdelenmektedir.

Anahtar Kelimeler: İletişim, ilişkiler, deyimler, cilt cilde, göz göze ve yüz yüze bakış, Kanguru metodu, bilgilendirme ve onam boyutu, iletişim kazaları, iletişim ilkeleri

İnsanlar birbirleri ile konuşurken bile, birbirlerini anlamakta sıkıntı çekiyorlar. Terimler ve yorumlar farklı boyutlarda olabilmektedir. Bu bireylerin eğitim, inanış ve kültürel özelliklerine göre değişebilmektedir. Yenidoğan Yoğun Bakım Ünitelerinde sağlık çalışanları, özellikle hekim ve hemşireler tıbbi terimler ile konuştuklarında aileler farklı anlayış içine girebilmektedirler.

Konuşma tercüme değil ama bireyin anlayabileceği şekle ve yapıya göre değiştirilmelidir. Tıbbi Deontoloji Nizamnamesinde de hekimlerin konuşmalarını bireylerin anlamaması esastır. Ancak bireylere anlayabileceği tarza sokulmalıdır.

Prematürelere ise konuşma ile anlaşmadığı dikkate alındığında, cilt cilde, göz göze temas gibi yaklaşımlarla, kucağa alma ile kanguru metodu ile iletişim sağlanabilmektedir. Yaklaşımlarda a) akademik yaklaşım, b) genel konuşma dil, c) sokak ağzı ile d) argo lisanı farklıdır. Pretermelerde de ağlama açısından yazılımlar geliştirilmiştir. CryTranslator adı verilen ağlamayı çözümlen programlar: açlık, uyku, huzursuz, stresli, sıkıntılı şeklinde ifadeleri çözümlenmekte ve satışa sunulmaktadır.

Sağlık elemanları ise prematürenin duyguları ve ifadelerini verilerle saptayabilmeli, onları sevgi ve şefkat göstermeli, dokunarak iletişim kurabilmelidir.

Aynı lisanı konuşmak, aynı frekansta olmak tıbbi yaklaşım açısından Neonatoloji de önemlidir.

Prematüre iletişimi konusunda ilkeler sunulmaktadır.

Relationship

From Wikipedia

Each individual is alone and in society needs relation with the others. Even at the newborns, it is vital important. They have to be of course not talk but express their feelings, whether hungry, get wet, want physiology support, holding at the breast not feed, feel the warmness of the mother or nurse, sleepy, discomfort, stress and bored and etc. Summarized as love is the only and main involved emotion in relation at the preterm.

The relation emotions, between the preterm and the nurse, mother, is an art and can be mentioned as an entertainment. The mother, by holding the hand of the preterm, at the incubator have to be so calm and feel comfort, must the endo-morphine be on top. Hourly she can hold the hand and talk with the baby.

The relation must be in medical aspects and be on ethical relationship. Not to be contaminated, the hands must be washed and even disinfected, the relation must be in proper, not the appearance of the preterm is worse. After cleaning and be ready, later the mother will be allowing to touch the preterm. Not in harsh and not to be in crying and extra anxiety expressions. Kangaroo method is a kind of contact relation between the mother and the baby. Mostly in case with the physician and preterm. I have to confess that, I am a Neonatologist, because of holding and feeding the infants in my arm, in kangaroo position, feeling the warmness of the tiny babies. In communication studies,

this is somehow biosemiotics. Like communicate with other living organisms, even by fishes. Etc.

In medicine the relation is not arbitrary or forceful. Mother can be demand to select their physician and nurse. The condition will be also confirmed by consultation method. Specialist can be taking care and advisable to the medical staff. The baby can be transported, even by medical reasoning or personal demand. By the governmental way; in Turkish 112, in USA 911, emergency medical transportation.

Communication

From Wikipedia

Basic meaning is to share, the act of sharing. There must be something to share. The steps or the communication phases are indicated as below (**SHARING**).

1. **S-Sharing what, by willingly, Intention:** Intent, demand, meaning of sharing, love and respect as a person, a human, is the only one for communication reasoning
2. **H-Humanistic aspect of the sharing feature.** What is the aspect to share, communicate, there must be a message, an indication and meaning of love and empathy?
3. **A-Actual recipient perspective.** To be at the same frequency. The meaning must be understanding, encoding from the recipient. Preterm signs have to be confirm and understand from the nurse, and mother. Even cannot cry, therefore a special encoding required.
4. **R-Reception of the Information to be given.** Transmission of the love affect in act, sharing the warmth as Kangaroo method, or receiving of the signals of the baby, or translated the cry. Transmission of the encoded message, demand, by special signals, by special medium, crying and Kangaroo or holding, hugging the infant.
5. **I-Implementation of the codes.** Both sides must take the meaning, reception of the signals, and aware them. Codes in communication must be translated according the family, to be understandable one SOS is a code of **Commercial code (communications)**, meaning help wanted, emergency, mayday is also an example. Mostly medical phrases are like a code to families. "L" is leukemia in medicine but in Turkish meaning is "hand".
6. **N-Not to any harm.** Due to the translation of the message, baby must feed, clean, colic reliving, stress solving. This is done by the reconstruction of the original or the meaning of the message.
7. **G-Gain and gain concept/education and satisfaction.** Education, learning the meaning by interpreting and making sense of it. This is the finishing of the circle, the message is now a meaning and can be reconstructed. The best is baby is learning the meaning of love. It is an informative act to both sides.

Communication System

From Wikipedia

If the concept is to share, the act of sharing, input/gain must be in systematic and some steps and or phases for the communication as indicated below.

Nonverbal communication

At the preterm infants the basic communication has to be nonverbal. Holding gently the hand, skin to skin contact, face to face contact is very important. Babies can discriminate the square, rectangular to oval shape as human figured.

Even at adults, up to 55% of human communication may occur by facial expressions, and a further 38% through para-language; the rhythm, the touchiness, transferring the warmth etc.

Even talking to the babies can make a positive stimulation. One of my patient indicate that, at the pregnancy the sister of the preterm baby, talked so much at the pregnancy, by talking to the abdomen of mother. So they indicated that, the expression of the face of the baby, is so much differs then the sister, then the mother. So they best breast fed when the sister is talking. Emotions of love have to indicated as several ways and the preterm can receive them. Just be on any action for goodness.

Other communication systems

- 1) Verbal communication: Women conversation is better than man conversation, is indicated but not statistically confirmed, even individual indications as mentioned above. Of course not in Meaning, only the cool and soft talking.
- 2) Written communications are required even by verbal communication to the families. The epicrisis, the indicated written document, must be given to families.
- 3) Medical communication: This is purified from medical literature, must be translated to the family understanding. Medical language can only be used to physician to physician. The doctors or nurse conversation must not be understandable to families, if not educated in medicine. They can be wrongly evaluated. Therefore, must be translated. For example; the Sodium level is 110 mEq/L, and the discussion is why the physician not take care of this value. The sodium is from the sample of Central Nervous System fluid, not from the plasma. This is a true case.
- 4) Family communication/cultural aspects: Family communication mostly grounded the cultural perspective of the family. The special topics; such as family rules, family roles or family dialectics and how those factors could affect the communication between family members. Mostly two thirds of families are near to divorce at the preterm infant families. But this is a get together factor, and be a glue at our Country. This is the reasoning of who is the quilt to have a preterm infant. This is not an embarrassed aspect; this is a situational concept. The believes or the evaluation of the believes at the religions makes the differences, as differs from the cultural perspectives. The Quran verses mostly differentiated by the cultural rules, principles. Therefore, Quran verses have to be indicated as a contrary of the traditional aspects.
- 5) Interpersonal communication is the personal diversion of the conversation. For example, even a true condition; physician talked to mother, about the preterm babies and nearly an hour in communication. Doctor mentioned that not really indicated the situation, mother is looking at hollow eyes. The mother made an argument, the doctor makes abuse act, so nice to her and talked to her. Even her husband not talked

her, this is a misuse act, someone taking care of her and talk, explained and consider as human.

- 6) Barriers to effective human communication; In medicine there is a real barrier or real facility aspect to be in communication, the patient, the preterm babies. The point to looked at; the physician take care and on goodness to tiny infant or causing the problem, not to be a healthy pregnancies and not to be deliver healthy infant. All the mentioned barriers are in Intensive Care of The Neonatology Unit: Physical barriers (not to reach the baby in incubators), System design (not a medical staff), Attitudinal barriers (not to be in contact with the profession physician), Ambiguity of words/phrases (not understand the meaning of the medical words), Individual linguistic ability (cannot talk to even nurses, breath holding condition), Physiological barriers (baby is so tiny, near to death), Bypassing (who care my baby in these 10 infants?), Technological multi-tasking and absorbency (ventilation is for life support), Fear of being criticized (does the medical staff misunderstanding my questions?).
- 7) Non-human communications; Not meaning inhuman communications, it is restricted and guilt and compulsory fine. A toy or a signal or a purple or blue color of the baby's clothes or the other babies design fabrics can be helpful to be in connect to families, even with the nurse, physicians between them a good relation may be confirm.
- 8) Noise: There must be limited noise at the Neonatology Intensive Care Units., Environmental noise, organizational noise, people loudly speaking noise/cultural noise, psychological noise (sadness and happiness expression in the NICU), must be carefully avoided by precious approach.

Idiom

From Wikipedia

In meaning, an idiom is "special feature, special phrasing, a peculiarity", is a [phrase](#) or a [fixed expression](#) that has a [figurative](#), or sometimes literal, [meaning](#). Mentioned something but understanding different objectives. There must be a translation or turned into same frequency to be understandable.

When you look at the warning, *tobacco is not drinkable* in Turkish, meaning not allowed to smoke in here, but the written is just simple. It is not idiom also, different way of speaking, and in Turkish a similar meaning as smoke, "*tüttürmek*", but less used and not common.

What will be the mother understand if the physician told as?

- "*The preterm pulling my leg*": a) taken much of my time, b) to giving wrong knowledge and telling something untrue. Literally b is true, in fact a is the reality.
- "*When will you drop them*": a) When you give the mother's milk, b) send a note to physician. Literally a is true, in fact b can it be, both will be accepted.
- "*He/she can't keep his/her head above water*": a) he/she is managing the situation, b) trying to keep in breath with the ventilator, tolerate the ventilation. Both will suitable and true.

Two meanings; figurative and literal meaning

"I am his/her mother/father" and "he/she is my son/daughter" is not the same meaning and not at the frequency, different meanings. So, each word may be an indication of the different perspective, looking from different window.

If the mother asked the result of the treatment. Nurse, physicians want to give a hope but the preterm is near death, but still living for weeks, and how they indicate it. It is not easy or understandable for the family, especially to the mother.

The mentioned notions are, as;

- a) We cannot give guaranties of treatment,
- b) The result is not known from us, we just estimated
- c) Even the estimation is not good for health, in fact the preterm is still living
- d) The handicaps or the final developing condition, even not recorded any brain damage cannot be figure it out

The medical staff mentioned as two meaning words. "The preterm is progression, there is not real progress but still living is giving us a hope. The mother is not understanding it; whether any progression or not.

Thus, not to be escape the communication accidents, or wrongly or misunderstanding. Therefore, the best is continuous communication, each day, both sides try to understand them. From; a) family perspective, the medical person, all of them on their preterm, for taking care and healing at day and night, b) family is required special approach for preterm infants, and information must be given in proper and nice and kindly, to try the understand the family perspective, to make empathy.

We have taken care, most word-by-word is differing from cultures, even speaking the same languages. Open question, allowing all kind of interrogation, responding all the enquiries and try to answering is the main and only solving process. I mostly said not death or exit's, just indicates the preterm now in peace, will be rest in peace. This is English style but suitable for Turkish appreciation.

Does preterm used idioms? Sure.

- The fever in preterm rarely indicated as infection? Mostly dehydration and overheated incubator. Sepsis mostly hypothermia confirmed.
- Crying infant means a problem? Crying is indicating healthiness, opening of the alveoli and indicating his/her desires. Critically ill ones cannot cry, like jelly, irresponsible.

The Ethical Communication Principles for Preterm Infants

The information transmission aims

- 1) Primum non nocere is the basic perspective. The conversation is for making love relation, to be in honorably, for human perspective, the respect and charity to be in action. Not in commercial advertisement, but by close relation. This is the indication of humanity by ethical conducts, performing by and only from heart, the soul leading to love and respect.

- 2) Utility and benefit for both sides: satisfaction for and to be in communication and information is the required and desired aspect. The pragmatic reality can be confirmed by the recall, the feedback, the decisions of the families after discharging.
- 3) Empathy is the main system of the approach, and understanding to both sides.
- 4) Medical Ethical Codes must be on as semantic perspective: All the indications and methods and way of conversation must be the same as Patient Rights on informative and consent aspects.
- 5) The communication must be in written and confirming for the evaluation as syntactic evidences: All perspectives can be in medical and in legal evaluation. Especially nurse written daily charts are primary important.
- 6) Translation must be not required; direct contact must be done. Translation mostly confirm the translator standpoint perception, cultural and educational status. Not one word to word translation, must be expressional and explainable speech, conversation and communication.
- 7) The best way is communicating with love, in love, not the meaning of gender, but in humanity perspective.

The communication principles

1. No allowances for differentiating the infants and the families
2. All the infants, even the preterm are the individual of human, rights as every person, not to be discriminated whether the disease of the condition, for nearly to die or not. Right to life is primum important.
3. Medical care not consider on cost. The care factors, standards are for preterm condition, the evaluation as; I, II and the third degree of Intensive Care. Not at the pressure of economics. Everyone have the right to life, and get and serve the medical approaches, whether any handicaps or not.
4. Each approached to the babies are individually based and individually specialized. The care is like a tailoring the medicinal approach, not the disease, the infant is the basic core
5. No allowance for differing purposes, not giving to guaranties of healing and to be perfect. Only for the care and serve the tiny babies ads their demands
6. No allowance for differing interpretations. The information mainly on family perspective have to be given. the consent is not considered to life care, right to life conditions
7. No allowance for unequal power relations. Family can demand consultations and other medical care but it must be in suitable to infant and legal aspects. In case of unequal power, the babies in legally taken under care from the family, protected from family concept
8. Use standard terminology when communicating information. Medical language is only informative to medical stuffs, and they have to translated as understandable to family. The terminology between the physicians will be in standard professional one.
9. Request and provide clarification when needed. The information and making clear the conditions will be a medical duty. But the understanding might be confused. So at free will the Bureau of Rights of Patients can take care and even legal aspects is

open in act. Physician will not defend, must give the information to the court, due to clarify the misunderstanding at the communications.

10. Ensure statements are direct and unambiguous. This is even performed by courts, but first line of step, is the bureau of Patient Rights, if not the family and physician communication and relation is not in proper and misunderstanding is continuing.
11. Inform the appropriate individuals when the mission or plans change. Giving the information is needed, even by the phones, but the consent is depending on the conditional status. Not taken a consent whether to be ventilated or not.
12. Communicate all information needed by those individuals or teams external to the team. Communications at daily and even all the questions demand to take at a small booklet, by writing eventually, and will be responded. All questions have to be taken in notice, not considered as silly or other perspective. If there is a physiological condition at the family, this writing questions are also an evidence for physiatrist consultation or legal baby protection by governmental instructions.
13. Use nonverbal communication appropriately. Even by medical staff and family, especially by the mother.
14. Use proper order when communicating information. The best is by written one as a summary, but in verbal and nonverbal as the communication.
15. If there is a communication accident, try to keep the communication, in ethical perspective. Even the court orders cannot be healed the communication problems.

İletişim Kurabildik mi?

Saatlerce konuşuyorlar
Sence aralarında bir iletişimi oldu mu?
Bana göre birbirlerini hiç dinlemiyorlar
Sadece kızgınlıklarını söylüyorlar
Ama birbirlerini dinlemiyorlar bile
Aynı lisan yerine farklı dillerde konuşsalar
Belki tercüme ederken anlaşabilirler

Bir prematüre ile nasıl konuşabilir ki?
Bilmiyorsan sana söyleyeyim
Elini tutarsın nazikçe
Bir tatlı ses ile ona hitap edersin
Onu okşar, öpecek gibi hisseder, hissettirsin
O da aynı şekilde dokunmayı öpülür gibi algılamalı

Temel iletişim için önce içinde sevgi olmalı
İnsanlara karşı saygın olmalı
Prematüreyi sevmek demek insanlığı sevmek
İnsanlığın temsilcisidir, tek bir prematüre bile
Sevgi boyutunu kavramayan için
Prematüreyi sevemez ki

Prematüre Günü 2016

Is there any communication?

We talked hours and hours
Are there any communications between us?
The conversation indicates their status
But the others not understand it
As if talking in another language
The language that both sides have not confirmed
One say black, the other understand white
Not leading any respect and love
Not indicated the humanity
Just indicating their hated
How they will be conquering the other

Just a simple touch to a preterm
Just skin to skin contact
Indicating the love for humanity
Meaning or like a kiss to hand and leg
This is more than ever
This is a real communication
Not by verbal but the indication of love
The respect as a member of human being
Member of the humanity

The Day of Preterm, 2016