

Abstract

A survey on the effects of interpersonal communication skills training of dental students of Ardabil University of Medical Sciences on the their clinical empathy in the year 1400

Introduction: Empathy between dentists and patients increases communication skills and patient satisfaction and the effectiveness of dental treatments. Proper communication and empathy between the dentist and the recipients of dental services is one of the concerns of professors and managers and educators and planners of dental services. At present, the focus on technical care and its wide range has led dentists to traditionally use ineffective communication methods, and as a result, the key and major problems of patients are not clearly identified. This study was conducted to evaluate the effectiveness of holding an interpersonal communication skills workshop on clinical empathy of dental students of Ardabil University of Medical Sciences in 1400.

Methods: In this semi-experimental study, the Jefferson Clinical Empathy Questionnaire and the Demographic Information Questionnaire were first completed by dental students of Ardabil University of Medical Sciences, who are part of the research sample. Then they were randomly divided into case and control groups. Then, educational planning was done for the intervention group and a workshop was held. After a month, a clinical empathy questionnaire was completed by both groups. Questionnaire information before and after the workshop in the case and control groups were analyzed separately and also compared between the two groups.

Results: Sixty people were enrolled in the study, 34 of whom were female and 26 male. Most of the participants were from 1396 and 1397 entrances. In terms of marital status, 50 of the participants were single. 15 of them lived in dormitories and the rest were non-dormitories. Most of the participants were Turks. In terms of interest in dentistry and interest in communicating with the people, participants showed a moderate to high level of interest.

Discussion: Clinical empathy is a part of communication skills and is highly dependent on it. Clinical empathy, on the other hand, is less dependent on intrinsic and demographic characteristics and is more of an extrinsic skill.

Keywords: Interpersonal communication, Clinical empathy, Dentistry students