

# MEDICAL SCIENCES

## DIAGNOSTICS OF INTERPERSONAL INTERACTION IN THE FIELD OF MEDICAL RELATIONS

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**DOI: 10.24412/3453-9875-2021-73-1-38-40**

### Abstract

The effectiveness of professional activity in the «person-to-person» system largely depends on the ability of a professional to interpersonal interaction with clients and colleagues. In medical institutions, clients are patients. The basis of medical care is the trust between the patient and the medical professional, therefore, it is fundamentally important to create a psychologically favorable environment.

**Keywords:** types of interaction, subject - object type, object - subject type, subject - subject type, the subject is a generative type

After prescribing treatment and giving recommendations to the patient, many doctors consider their task completed, but the appointment does not mean treatment. In the first place, the compliance of the care provided with the needs of the patient and his expectations is put forward, which to a large extent relate to interaction with the doctor [7].

But this is not the only factor determining professional effectiveness. The relationship in the medical team itself between doctors and secondary medical personnel is also extremely important.

Mutual understanding and trust between medical and secondary medical personnel determines the clarity and correctness of the execution of medical orders and the timeliness of receiving feedback from patients [3].

The importance of studying this problem is obvious, but currently there is not enough research on this topic, which explains our interest in studying the features of interpersonal interaction of medical and nursing staff, as well as medical staff and patients.

The methodology for diagnosing interpersonal interaction in the field of medical relations refers to projective techniques and is based on the principle of the drawing test «Business Situations» by N.G. Khitrova, which, in turn, is a modification of the associative drawing test with Rosenzweig. The technique is aimed at diagnosing interpersonal interaction in four areas of medical relations: doctor - patient, nurse - patient, doctor - nurse, nurse - doctor.

Each sphere is represented by six situational drawings reflecting the most typical and common interaction situations in medical institutions. In each drawing, one of the characters utters words addressed to the interlocutor. The task of the subject is to formulate an answer that is adequate from his point of view of the presented situation.

Instructions: «Each of the drawings depicts two talking people. What the first person says is written in the square on the left. Imagine what the other person will answer in this situation. Write down the first answer that comes to your mind. Work as fast as possible.»

Unlike the above methods, the basis for interpreting the survey results is not the typology of frustrating reactions, but the typology of situational interaction developed by V.I. Panov in the framework of environmental psychology [5]. The types of interaction in relation to the field of management were given by M.V. Aborina in 2009 and later clarified by her in relation to the field of medical relations [1, 2, 6]:

- the subject - object type of interaction assumes that the doctor is a subject who psychologically purposefully influences the patient without the intention to understand and accept him, in order to cause him a state of readiness to act on conditions convenient for the doctor;

- object - subject type of interaction - the patient takes an active (subject) position in this interaction, he subordinates the doctor and forces him to fulfill his requirements;

- subject - subject type of interaction - both the doctor and the patient are subjects of interaction in order to achieve the tasks assigned to them;

- the subject is a generative type of interaction - the doctor and the patient strive for such an interaction that forms subjectivity and the development of constructive and effective interaction.

Table 1 shows examples of statements based on which a particular type of interpersonal interaction is diagnosed.

Table 1

Examples of statements characterizing different types of interaction	
Type of interaction	Examples of statements
The subject is a generative	And we are well done!!! Let's check it out. Now let's look together, we are both interested in the result. Yes, working together will benefit everyone. We will solve this problem together.
Subject-subject	Okay, now. Sorry, it's not my job. I need to do assignments. Please explain what you don't like. We'll figure it out now. Don't worry, I'll talk to your neighbors now and we'll sort it out. Okay, I'll check again.
Subject-object	I had no doubt about this outcome. I make appointments. I was busy. What? Wait for him outside the door. What didn't you understand??? Maybe it's you who are behaving somehow wrong. Is there something else you don't like? Did you doubt it? And that's what I was waiting for. There is too much information, you are not able to assimilate it. Sit down, I'll explain to you why you need to perform. You'll have to do it! It's not up to you to decide what assignments to do, do what you are ordered to do.
The object-subject	will go for a doctor. Look for a common language with him yourself. Ask the doctor, I won't make a decision. Negotiate with the doctor yourself.

In the course of the study, this technique was tested for design validity. The results obtained by using the method of determining the type of interaction were compared with the results obtained by the modified version of the situations of R. Edwards and adapted by V.V. Signov, which is also aimed at identifying subjectivity [4]:

- subject-subject type - the subject is set up for dialogue, for establishing human relations with the interlocutor, they feel stronger when receive feedback from a communication partner. The word «support» is most

often used as a keyword when describing such communicative tactics;

- subject-object type - subjects attach great importance to status hierarchical relationships between people. When communicating with others, they consider it important to demonstrate their own competence, independence of judgment, control over the communicative situation, dominance over the interlocutor. The most common term used by Western psychologists to characterize such tactics is «control».

Table 2

Correlation relations of scales of the methodology for determining the type of interaction and the modified version of situations by R. Edwards ( $p < 0.01$ )

Types of interaction		Types of understanding	
		Support (subject-subject type)	Control (subject-object type)
doctor- patient	S-S*	0,85	
	S-O*		0,51
doctor - nurse	S-S	0,76	
	S-O		0,41
nurse - patient	S-S	0,81	
	S-O		0,46
nurse - doctor	S-S	0,78	
	S-O		0,41

\* - S-S - subject-subject type; S-O - subject-object type

The sample on which the design validity was tested consisted of doctors (36 people) and nursing staff (53 people) aged 19 to 63 years. When processing the results, the StatSoft STATISTICA application software package was used. Table 2 shows the results of correlating the results of the methodology for determining the type of interaction with the results of the modified version of R. Edwards' situations. It follows from the table that the subject - subject type of interaction according to the method of determining the type of interaction significantly correlates with the type of «support» (subject – subject understanding) according to R. Edwards, and the subject – object type of interaction - with the type of «control» (subject – object understanding).

Thus, the developed methodology for diagnosing interpersonal interaction in the field of medical rela-

tions is a valid diagnostic tool aimed at identifying preferred types of interaction. This makes it possible to more accurately assess the professional success/effectiveness of a specialist in human-to-human professions and develop programs for targeted training in interaction technologies.

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### **A COMBINED METHOD OF TREATMENT OF INTRA-ARTICULAR FRACTURES OF THE PHALANGES OF THE HAND USING A DYNAMIC EXTERNAL FIXATION DEVICE AND A HYALURONIC ACID PREPARATION**

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### **КОМБИНИРОВАННЫЙ МЕТОД ЛЕЧЕНИЯ ВНУТРИСУСТАВНЫХ ПЕРЕЛОМОВ ФАЛАНГ КИСТИ С ПРИМЕНЕНИЕМ ДИНАМИЧЕСКОГО АППАРАТА ВНЕШНЕЙ ФИКСАЦИИ И ПРЕПАРАТА ГИАЛУРОНОВОЙ КИСЛОТЫ**

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**DOI: 10.24412/3453-9875-2021-73-1-43-43**

#### **Abstract**

The article describes the technique of treatment of intra-articular fractures. A combined tactic was applied in which a dynamic distraction apparatus is applied and a hyaluronic acid preparation is injected. Good results have been obtained.

#### **Аннотация**

В статье описана техника лечения внутрисуставных переломов. Применена комбинированная тактика при которой накладывается динамический дистракционный аппарат и вводится препарат гиалуроновой кислоты. Получены хорошие результаты.

**Keywords:** Intra-articular fracture, hyaluronic acid, dynamic external fixation apparatus.

**Ключевые слова:** Внутрисуставной перелом, гиалуроновая кислота, динамический аппарат внешней фиксации.

#### **Введение.**

Среди всех повреждений опорно-двигательного аппарата травмы кисти составляют около 30% [1]. Суставы фаланг кисти имеют небольшой мягкотканый покров, поэтому подвержены прямой травме и наблюдаются примерно в 41% случаев от общего числа травм кисти, примерно 1/3 из них приводит к длительной потере трудоспособности из-за ошибок лечения или несвоевременного обращения пациентов за помощью [2]. Так же переломы в суставах очень не стабильны и плохо восприимчивы к стандартным методам лечения [3]. Среди последствий повреждений суставов пальцев кисти

следует, прежде всего, отметить нестабильность сустава, посттравматический артроз, контрактуры и анкилозы, которые влияют на функциональность кисти и существенно снижают качество жизни пациентов.

В основе развития контрактур лежит травмирование сустава ведущее к снижению количества движений, имеющее неблагоприятный эффект на капсулярно-связочный аппарат сустава. Основными компонентами, которой являются – коллаген и эластин – представленные в волокнах связок и сухожилий. [4]. Возникает отек, венозный стаз, атрофия, что сопровождается изменением химической