PLAB 2 (OSCE) UCHUN YUZ (FACE) VA YUZ BILAN ISHLASH STRATEGIYALARIGA ASOSLANISH METODIKASI

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Kalit so'zlar:
PLAB 2, OSCE, yuzma-yuz muloqot, klinik kommunikatsiya, bemor bilan ishlash, noverbal aloqa, empatiya, simulyatsion ta'lim

Annotatsiya. Mazkur maqolada keltirilgan metodika va tibbiyot oliy ta'lim muassasalarida ingliz tilini o'rgatishga mo'ljallangan amaliy tavsiyalar PLAB – Professional and Linguistic Assessments Board 2 (OSCE) imtihoniga tayyorlanayotgan shifokorlar uchun klinik muloqotda facework (yuz bilan ishlash) strategiyalarini amaliy ssenariylar orqali o'zlashtirishga xizmat qiladi. Ushbu metodik ishlanmalar GMC (General Medical Standards) standartlari, shifokor va bemor muloqoti hamda madaniy sezgirlik prinsiplari asosida ishlab chiqilgan.

Ssenariy 1. Yomon xabarni yetkazish (Breaking Bad News)

Vaziyat: 55 yoshli bemorga tekshiruv natijalari jiddiy kasallikni ko'rsatmoqda.

Yuzga tahdid: Bemorning ijobiy yuzi (qadr-qimmati, umid hissi).

Tavsiya etilgan strategiyalar:

- Pre-apology (oldindan yumshatish)
- Hedging (yumshoq ifoda)
- Mutual-face

Namuna:

"Bu xabarni eshitish oson bo'lmasligini tushunaman. Agar tayyor bo'lsangiz, natijalar haqida asta-sekin tushuntirib beraman."

Imtihonda baholanadi: empatiya, tinglash, bemor yuzini saqlash.

Ssenariy 2. Bemor noroziligi va shikoyati

Vaziyat: Bemor davolash kechikkani uchun norozi.

Yuzga tahdid: Shifokorning professional yuzi.

Tavsiya etilgan strategiyalar:

- Restorativ facework
- Ochiqchasiga uzr so‘rash
- Mas’uliyatni tan olish

Namuna:

“Sizning noroziligingizni to‘liq tushunaman va bu holat uchun chin dildan uzr so‘rayman.”

Ssenariy 3. Xabardor rozilik (Informed Consent)

Vaziyat: Bemor invaziv protseduradan qo‘rqmoqda.

Yuzga tahdid: Bemorning salbiy yuzi (avtonomiya).

Tavsiya etilgan strategiyalar:

- Disclaimer
- Respectful clarification

Namuna:

“Qaror to‘liq sizning qo‘lingizda. Mening vazifam — sizga barcha variantlarni tushuntirish.”

Ssenariy 4. Madaniy va oilaviy bosim

Vaziyat: Oila a’zolari bemor o‘rniga qaror qabul qilmoqchi.

Yuzga tahdid: Mutual-face

Tavsiya etilgan strategiyalar:

- Tinch va hurmatli vositachilik
- Bemor avtonomiyasini himoya qilish

Namuna:

“Oilangizning qo‘llab-quvvatlashi juda muhim, lekin qarorni bemorning o‘zi qabul qilishi kerak.”

PLAB 2 uchun kalit iboralar va frazalar

Empatiya va qo‘llab-quvvatlash

- “I understand how difficult this is for you.”
- “It’s completely normal to feel this way.”

Yumshatish (Hedging)

- “I may be wrong, but the results suggest…”
- “From what we can see so far…”

Oldindan uzr (Pre-apology)

- “I’m sorry to bring this up, but…”
- “This may be upsetting to hear…”

Uzr so‘rash va tiklash

- "I sincerely apologise for this delay."
- "Thank you for bringing this to my attention."

Avtonomiyani hurmat qilish

- "The decision is entirely yours."
- "Please take your time to think about it."

Imtihon uchun amaliy maslahatlar

- Har bir OSCE stansiyada bemor yuzini birinchi o'ringa qo'ying.
- Verbal va noverbal muloqotni uyg'un qo'llang.
- Shoshilmang, tinglang, javob bering.
- Madaniy farqlarni inobatga oling, lekin GMC qoidalarini buzmang.

PLAB 2 da muvaffaqiyat kaliti — klinik bilim bilan birga yuz bilan ishlashga asoslangan professional muloqotdir. Ushbu ko'rsatmalar shifokorlarga bemor ishonchi, kasbiy imij va etik standartlarni saqlagan holda muloqot olib borishda amaliy yo'l-yo'riq beradi.

Foydalanilgan adabiyotlar

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