

Table of contents

 <https://doi.org/10.1075/scl.72.toc>

Pages v–x of

The Discourse of Nurse-Patient Interactions: Contrasting the communicative styles of U.S. and international nurses

Shelley Staples

[*Studies in Corpus Linguistics*, 72] 2015. xiv, 263 pp.

© John Benjamins Publishing Company

This electronic file may not be altered in any way. For any reuse of this material written permission should be obtained from the publishers or through the Copyright Clearance Center (for USA: www.copyright.com).

For further information, please contact rights@benjamins.nl or consult our website at benjamins.com/rights

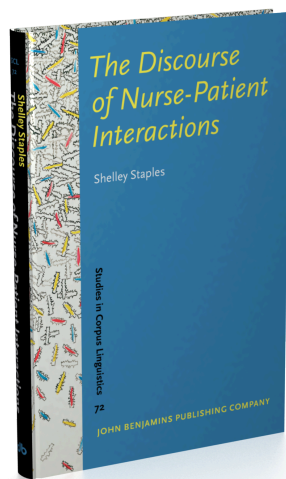


Table of contents

Acknowledgments	XI
Preface	XIII
CHAPTER 1	
Introduction	1
International nurses in the U.S. workforce	1
Discourse analysis of provider-patient interactions	2
Discourse analysis of communicative style and register	3
Overview of the study and the book	6
CHAPTER 2	
Background	9
Introduction	9
Phases of provider-patient interactions	9
Linguistic and non-verbal features	11
Interactional features	11
Lexico-grammatical features of involvement	15
Narrative features	16
Stance features	17
Fluency features	18
Prosodic features	20
Non-verbal behavior	22
Effectiveness of provider-patient interactions	23
Relationship between effectiveness and linguistic/non-verbal features	25
Summary	26
CHAPTER 3	
Corpus and data analysis	27
Introduction	27
Description of the hospitals involved in this study	27
Description of the speech event	28
Corpus data collection	29
Corpus description	30
Phases of the interaction	32
Linguistic variables	33
Effectiveness ratings	35

Corpus processing and data coding	36
Coding and processing of the phases	36
Coding, norming, and calculation of the interactional features	36
Coding, norming, and calculation of lexico-grammatical variables	38
Coding and calculation of the fluency features	39
Coding and calculation of the prosodic features	39
Rating of the non-verbal behaviors	40
Semi-structured interviews with nurses	40
Statistical analysis	41
Qualitative analysis	42
Summary	42
CHAPTER 4	
Situational characteristics of nurse-patient interactions	45
Introduction	45
Nurse-patient interactions in this study	46
Distinctive features of nurse-patient interactions	47
Participants	47
Addressors/addressees and interactivity	51
Social roles	52
Power and asymmetry	52
Patient-centered care	53
Relationship between participants	55
Shared knowledge	56
Channel	59
Production circumstances	59
Setting	59
Communicative purposes	60
General purposes	60
Specific purposes (phases)	61
Expression of stance	64
Topic	64
General topical “domain”	64
Specific topic (case)	65
Summary	65
CHAPTER 5	
Interactional and lexico-grammatical characteristics of nurse-patient discourse	67
Introduction	67
Overall differences across the four groups and the five phases	68

Amount of speech used	68
Other interactional variables	70
Personal pronouns (and possessive determiners)	75
Narrative features	78
Conditionals	79
Stance features	80
Summary	84
CHAPTER 6	
Interactional characteristics of USN and IEN communicative style	87
Introduction	87
Amount of speech used	87
Discourse markers	90
Questions	92
Other interactional features	101
Summary	105
CHAPTER 7	
Lexico-grammatical characteristics of USN and IEN communicative style	107
Introduction	107
Personal pronouns and possessive determiners	108
Past tense	111
Stance features	115
Possibility and prediction modals	115
Stance complement clauses	117
Stance adverbs	122
Summary	124
CHAPTER 8	
Fluency, prosody, and non-verbal characteristics of USN and IEN communicative style	127
Introduction	127
Methods	127
Fluency features	128
Prosodic variables	129
Pitch range and paratone	130
Tone choice	132
Prominence	133
Non-verbal features	134
Results	135
Fluency features	135

Prosodic features	136
Pitch range	137
Tone choice	141
Paratone	143
Prominence	146
Non-verbal features	149
Summary	151
CHAPTER 9	
Relationship between USN and IEN communicative styles and patient discourse	153
Introduction	153
Differences in the counsel phase	153
Differences in other interactional features: Overlap and hesitation	159
Possible other factors influencing variation in the patient groups	162
Summary	163
CHAPTER 10	
Effectiveness of IEN and USN interactions	165
Introduction	165
Methods	165
Patient satisfaction	165
Interpersonal Skills Assessment	166
Data analysis	168
Results	169
Results for effectiveness measures	169
Demographic differences in the results for effectiveness	171
Relationship between interactional features and effectiveness	172
Phase length, number of turns, and turn length	173
Backchannels and yes/no questions	180
Relationship between lexico-grammatical features and effectiveness	183
1st person pronouns	185
Prediction modals	187
Past tense	188
To complement clauses	190
Relationship between fluency, prosody, and non-verbal features and effectiveness	190
Pitch range	192
Speech rate	193
Prominence	196
Non-verbal behavior	197
Summary	198

CHAPTER 11

Synthesis and directions for future research	201
Overview	201
Differences in nurse-patient discourse	202
Similarities in IEN and USN discourse	204
Differences in IEN and USN discourse	204
Differences in patient discourse	209
Relationship between linguistic features and effectiveness of interactions	210
Demographic factors influencing use of linguistic features	212
Implications for the analysis of provider-patient interactions	214
Implications for health care providers and educators	215
Policy implications	215
Implications for training	216
Limitations	217
Additional research directions	218
References	221
APPENDIX A	
A model of phases within the medical encounter and its application	235
Introduction	235
Previous research on phase structure	235
Phase structure found in the present study	237
Identifying phases	240
Segmentation of the phases in the interactions	240
Transitions	241
Opening phase	241
Complaint phase	242
Examination phase	242
History taking	242
Physical exam	243
Counsel phase	244
Closing phase	247
Two examples of entire nurse-patient interactions	249
Summary	259
Index	261

