

Exploring and Analyzing the Enhancement of Verbal Language Expression for Medical Workers

Jie He

Broadcasting and Anchoring School of Communication University of China, Beijing 100024, China
menghj_2005@qq.com

Abstract. This paper focuses on the medical industry, where people communicate most frequently and closely with each other. Exploring the professional language of medical staff has the following positive effects: fundamentally establishing a harmonious relationship between doctor and patient, creating a good environment for medical treatment and consultation, and changing people's stereotypes about medical staff, thus further advancing the promotion of the modern Chinese common language and the spread of Chinese culture. Meanwhile, the paper studies from the perspective of medical staff, which has a great significance and value in telling the Chinese story and spreading the voice of the Chinese medical industry.

Keywords: Medical Workers; Medical Field; Verbal Language Expression; Value.

1. Focus on the Social Context of Verbal Language Expression of Medical Staff

The transformation of the medical model, emphasizing the "people-oriented" concept. The bio-psycho-social medical model emphasizes the following points that must be taken into account: patients, patients living environment, the relationship between patients and society, the role of doctors, and health care system. This change makes medicine not only simple treatment and rescue, but also a more meaningful essence from the perspective of people. Medicine also emphasizes the care of patients, the attention of society, and the common improvement of medical technology and services.

The relationship between doctor and patient has become a key point for medical services and has given rise to negative and disharmonious effects in society, so language expression has become the most important factor in creating a good relationship between doctor and patient. Hippocrates, the originator of Western medicine in the world, once said, Doctors have three major assets. The first is language, the second is medicine, and the third is the scalpel. The duty of medical staff is not only to use medical tools and techniques to cure patients, but also to use warm and emotional language to create a harmonious relationship, at the same time, to fully exert the power of language to bring hope to patients and their families in the spirit.

The reform of the medical insurance system has broken down barriers to medical treatment, and made the relationship between doctors and patients more complex. From 2018, medical institutions should continuously improve and build medical systems, including appointment, telemedicine, clinical pathway management, mutual confirmation of test results, medical social workers, volunteers, and other systems. These systems have played a very positive role in creating a medical service pattern such as regional coordination, information sharing, and service integration. However, factors such as convenient access to medical treatment and diversification also make medical staff have to treat groups of patients from all over the country, which increases the pressure to deal with their relationship and makes communication between doctors and patients more complicated.

The application of new media technology in the medical field has led to diversified channels of access to medical care and closer interaction between doctors and patients. At present, patients can register for medical treatment through a mobile APP or on the official website of the hospital, and can even communicate with experts and doctors from tertiary hospitals across the country through a third-party platform on their cell phones without leaving home. Because people's access to medical treatment is more convenient and the channels are more diversified, which also leads to closer communication and interaction between doctors and patients.

While the relationship between patients and doctors has attracted much attention, medical schools have provided little training for medical staff in the expression and application of the verbal language. Currently, some medical schools offer courses such as "Doctor-Patient Communication Course", "Nurse Humanistic Cultivation" and "Medical Aesthetics", but these courses are marginal and are not given high priority, not to mention that they do not draw experience from the connection between medical staff and their actual work, and explore effective ways of language expression and communication strategies. To sum up, effective training for medical staff is extremely lacking.

2. Theoretical Value of Verbal Language Expression for Medical Staff in a Multi-dimensional Perspective

2.1 The Verbal Language Expression of Medical Staff is a Manifestation of Their Unique Community Culture

Language, as a social phenomenon, is the link between people and an important symbol that distinguishes humans from other animals and makes up human society. From the perspective of semiotics, language is a symbolic system that acquires and transmits information through our auditory organs with the help of speech. Since the meaning of symbols is subjectively given by people, and people live in different cultural circles, specific living environments and social classes, the understanding of the same symbol may vary from person to person. Symbols are a kind of code, and people need to constantly create commonly accepted symbols to adapt to the changes and development of society. The verbal language expression of medical staff is a kind of activity about verbal language communication in the medical field. This special language community has its own unique expression because people in this field are not all professionals. Therefore, when facing patients, medical staff need to convert special vocabulary in the medical industry to the simple one, or unconsciously adopt the language strategy that is easy to understand when dealing with different types of patients and their families. The medical field, as an important part of society, has its own unique cultural phenomenon, and it is closely related to the life of each individual. The special relationship established by life and health has formed a unique culture that is different from other industries, and with the reform of the medical system, the culture of this group is also changing, which is reflected in the language of the group.

2.2 The Effect of Medical Staff 's Verbal Expression on Interpersonal Communication

Communication exists at all levels of human society, and have different scopes, relationships and scales. The communication between doctors and patients belongs to interpersonal communication. In interpersonal communication, the ability of the communicator to speak is the most directly perceptible, and the ability of the communicator to deliver messages accurately, use vocabulary appropriately, and "name" things accurately are the three criteria for judging his or her ability to speak. People are always biased against the social stereotype of "doctors and nurses" when referring to this profession, "Public opinion." [1], and the correct use of language in interpersonal communication is necessary to change it and promote medical staff to live in harmony. Language, as a tool of social communication, also precipitates many social cognitive phenomena and laws. The phenomenon of verbal language communication in this particular field is important for improving the effectiveness of communication and reducing misunderstandings in communication.

2.3 The Verbal Language Expression of Medical Staff has Formed a Certain Interpersonal Relationship

From the sociological point of view, this interaction between individuals forms certain interpersonal relationships. The individual is constantly in relationship with and influenced by society, others, and other groups. Ultimately, the individual becomes a social person who constantly adapts to the social environment, participates in social life, and performs social responsibilities, and the role

of "social person" is particularly obvious for medical workers. Although they have the role of "social person", their personalities differ in their verbal language expression. In 1958, the American social psychologist Alfred Schutz proposed the "basic interpersonal tendencies", that is, when people gather together, they have three basic needs: inclusive needs, dominant needs and emotional needs. It can be seen that interpersonal relationships have two distinctive characteristics, interaction and emotion. The specific needs of interaction and emotion extend from physical health for the special relationship between doctors and patients, thus forming a certain interpersonal relationship.

3. Enhancing the Social Value of Verbal Language Expression for Medical Workers

In the medical environment, verbal language expression has the following positive effects: fundamentally establishing a harmonious relationship between doctors and patients, creating a good medical treatment and consultation environment, and improving people's stereotypes of medical staff. In order to further promote the common language of modern Chinese and the spread of Chinese culture, it is of great significance to tell Chinese stories and spread Chinese voices from the perspective of medical staff.

3.1 Improving the Awareness of Effective Communication and Personal Qualities of Medical Workers

"Doctors and patients are very prominent in the language situation of overlooking and looking up"[2] From this perspective, 'medical workers' awareness of the effectiveness of verbal language communication and expression skills is weak. If a feasible, relevant, practical and professional way can be explored from the perspective of verbal language communication in medical language applications, and effective training for medical workers in verbal language communication. It will improve the awareness of effective communication and personal quality for medical workers to a certain extent.

3.2 Creating a Good Relationship between Doctor and Patient, and Avoiding Disharmonious Factors

The doctor-patient relationship is a special kind of social relationship from the perspective of a social environment and verbal communication. There are many different factors that affect a person's language acquisition, including two major factors: one is social factors such as a person's perception of language structure, age, gender, social status, literacy level, ethnic culture, language environment, and the other is and emotional factors such as language talent, motivation to learn, tension and anxiety, attention. When any one of these factors has a negative effect, a disharmonious doctor-patient relationship arises. To explore the method of verbal language communication in medical language application is to consider their relationship objectively, taking multiple factors into account, summarize the existing problems of doctors and patients, providing strategies for effective language communication, changing the public's stereotype of medical workers, creating a good doctor-patient relationship, avoiding discordant factors, alleviating social pressure, and maintaining social stability.

4. Enhancing the Cultural Value of Verbal Language Expression for Medical Workers

4.1 Fully Exerting the Cultural Function of Verbal Language

The communication of verbal language is not simply the voice and sound of written words, but the process of information dissemination, so that the audience can obtain aesthetic pleasure, and then feel the deep emotional expression behind the Chinese language and culture, and enhance audience's sense of cultural identity and pride. The reason for the disharmony between doctors and patients is

prominently in the current communication. Any speech act of medical staff in the face of patients and their families is a practice of verbal language, which shows the values, world outlook, and professional ethics of the medical staff (a language group). Every industry is an important part of society, and people's language contact reflects the cultural status of the industry and even the whole society. Giving full play to the value of verbal [1] language communication in application of medical language is also to understand and pass on the national spirit, culture, temperament and blood.

4.2 Promoting the Dissemination of National Culture among Different Industries in Society

Language is the carrier of recording culture and an important part of the culture. There are a lot of social and cultural phenomena in language, from which we can see the shadow of culture. Culture also affects language, and cultural characteristics and their development and evolution will affect the development of language because language and culture are inseparable. Medical works are engaged in the occupation of dealing with people, and their relationship with people is the most closely and delicate. From the perspective of verbal language communication, to explore the effective method of medical language application is to tell the most real and moving stories around the people with verbal language from the perspective of medical staff, which also promotes the spread of national culture among whole industries.

4.3 The Ideal Process of Promoting the Dissemination of "Homophones"

The relationship between language and culture is very close, and paying attention to the common language of the Chinese nation means emphasizing the preservation of history and culture. Medical workers face a highly stressful working environment, handle extreme work pressure and complex relationship among patients and their families, and they have the most direct contact with patients, so to a certain extent, they are also indirectly engaged in the work of verbal language communication. With the help of verbal language, medical staff can establish a sense of mission and responsibility for cultural communication, correctly understand the common Chinese language, properly apply skills of language expression, and deeply explore the cultural connotation and humanistic value behind the language in the practice of verbal language. And with the help of modern media technology in a wider range and space, the correct information is transmitted to patients. At the same time, the professional culture and beliefs are transmitted through language, which will also have a subtle influence on the outlook on life and values of patients, and ultimately realize the common ideal of "homophone".

5. Summary

In summary, there is a theoretical, social, and cultural value in enhancing the verbal language expression of medical workers. Training and enhancing the ways in which specific groups are involved in verbal language expression is both a limitation of this paper and a research content that shall make a further investigation in a subsequent interdisciplinary perspective.

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