The communication strategies of diagnostic radiographers: A Transactional Analysis approach

Lisa Booth

ABSTRACT

Purpose: This research was undertaken in two distinct stages. The first was a pilot aimed to identify the way in which radiographers interact with patients, and to design an observation schedule that could be used to conduct further research in this area. The second stage made use of this observation schedule and was undertaken with the aim of predicting radiographer interactions in a given situation.

Design and Setting: During the pilot an ethnographic approach was employed to identify radiographer/patient interactions. In stage 2 a predictive study design was used to assess the impact of two independent variables on the interaction styles of radiographers.

Methods: In the pilot study interactions between radiographers and patients were observed. The results of these observations were analysed and an observation schedule designed. Subsequent interviews validated the results of the observations, with radiographers self-reporting that which had been observed. In stage 2 structured observations of radiographer interactions took place, using the observation schedule designed and notes were made on

two independent variables thought to affect radiographer interactions. These results were analysed using Chi-squared Analysis.

Results: The findings of stage one revealed that radiographers interact in one of five ways. These 'interaction styles' are categorised according to Berne's Transactional Analysis theory (1961), and are known as;

. Nurturing Parent

. Controlling Parent

. Adult

. Free Child

. Adapted Child

Chi-squared analysis demonstrates that Patient Throughput (p=0.002) and modification of standard radiographic technique (p=0.002), are significant in the use of interaction styles.