The How and What of Medical Communication

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Objectives

• Participants will have a better understanding of how communication skills are taught at University of Colorado Anschutz campus

• Participants will be able to describe specific communication skills that are taught at University of Colorado Anschutz campus
What is your agenda??
How: Foundations of Doctoring Curriculum

• 184 students per class
• First year – 2 small groups sessions @ 4 hours each
• Second year – 2 small group sessions @ 4 hours each, plus one on sexual history taking
• FDC Preceptor and Third year practice!
How do we teach communication

• Coaching model
• Small group learning (4 students, 1 coach)
• Use of Standardized Patients (SPs) as “practice patients”
• Direct feedback: SP, peers, coach
• Facilitated self evaluation
Calgary Cambridge Guide

• Theoretical basis of the skills we teach
• 7 categories of communication skills
• 72 individual communication skills within the 7 categories
• Slightly simplified
Communication Model

Communication Categories

- Introduction and agenda setting
- Gathering information (H&P +)
- Sharing information
- Negotiating decisions and treatment plan
- Closing the visit
- Building and sustaining the relationship
- Building and sustaining the structure
First Year

• Introduction and agenda setting
• Gathering information (H&P +)
• Closing the visit
• Building and sustaining the relationship
• Building and sustaining the structure
Introductions and Agenda Setting

• Introduce self and clarifies role
• Elicits patient’s FULL agenda
• Negotiates mutual agenda/plan for use of time
Gathering Information

• Use of open ended questions
• Use of silence and pauses
• Reflective listening
• Elicits patient perspective
Building the Relationship

- Asks permission
- Non-judgmental
- Appropriate non-verbal behavior
- Adjusts/respects patient circumstances
- Empathy and empathic statements
Providing Structure and Flow

• Logical sequence
• Signposts
• Actively summarizes
• Polite redirection
• Attends to timing
Sharing Information

• Tailors information to other person’s needs
• Chunks and check in for patient’s understanding
• Uses words patient understands, explaining through diagrams and models when appropriate
Decision making and negotiating a mutual plan of action

- Encourages active participation of patient
- Presents appropriate range of options including the option of no medical intervention
- Uses ‘teach back’ to establish patient understanding and agreement with the plan
Closing and forward planning

• Summarizes elements of visit
• Clearly outlines next steps/follow up
• Asks for questions and other concerns
5 reasons why you should learn communication skills

1. Ability to experience a connection with your patients and have meaning in your work over the course of a lifetime
2. Decrease risk of making a medical error
3. Prevention of lawsuits against you
4. Make more money
5. Improve patient-centeredness, patient adherence, time efficiency and patient engagement
**Introductions and Agenda Setting**

- Introduces self and clarifies role
- Elicits the patient’s full agenda
- Negotiates mutual agenda and outlines roadmap for interaction

**Gathering Information**

- Encourages patient’s story through open ended questions
- Allows patient to complete their thoughts without interruption
- Reflects back patient’s responses
- Elicits patient’s perspective
- Elicits patient’s biomedical history
- Elicits patient’s background and life context

**Closing and Forward Planning**

- Summarizes the visit comprehensively
- Affirms continuity of care with immediate and future next steps
- Final check in with the patient for any further questions or concerns

**Providing Structure & Flow**

- Structures dialogue in logical sequence
- Signposts transitions
- Synthesizes and summarizes at the end of each section
- Attends to timing

**Building the Relationship**

- Asks permission
- Accepts patient’s views non-judgmentally
- Demonstrates appropriate non-verbal behavior
- Pays attention to and respects patient’s circumstances
- Demonstrates empathy
How

• https://www.youtube.com/watch?v=1VqY_62rUSk