Patient Centered Communication Skills
What happens when we don’t communicate well?
...AND THAT IS WHY WE LIFT ON THREE...

COMMUNICATION
Evolving to patient centered care

- Patient plays a passive role
- Patient is the recipient of treatment
- Physician dominates the conversation
- Care is disease centered
- Patient compliance?

- Active role
- Partner in the treatment plan
- Collaborates with the patient
- Focus on patient’s goals and QOL
- Plan reflects patient’s understanding and investment in outcome
Are communication skills natural for us?
http://danceinayear.com/
How do I become a good communicator?
First skill: Start with an agenda

1. Welcome
2. Read your patient
3. Ask about main concerns
4. Negotiate common agenda
5. Lead with a question
6. Explain your agenda

Start with an agenda.
Next skill:
QUESTIONS TO KEEP IN MIND WHILE LISTENING

Why is this person saying this to me now?
Why did they choose to say this at this time?
They keep repeating certain words and thoughts, why?
When did they lower their voice to a whisper? Or when did they become agitated?
What were the first words they used?
Why are they keeping their arms folded so tightly across their chest?
Next skill: Responding to emotion

- Name the Emotion
- Understand the Emotion
- Respect
- Support the patient
- Explore the emotion
I am Left Brain

- Logical
- Digital
- Order
- System
- Analytic
- Math
- Rational
- Structure

I am Right Brain

- Creative
- Vivid
- Free Spirit
- Intuition
- Artistic
- Unpredictable
- Kinetic
- Imaginative
Next skill: Checking understanding
After Visit Summary
Skills we learned today

• Starting with an agenda
• Listening skills
• Responding to emotion
• Pause
• Checking understanding
You can’t take it back!
I wanted to learn to dance in a year.