



DOCTOR - PATIENT COMMUNICATION GENERAL PRINCIPLES

LEARNING SKILL COURSE

DEPARTMENT OF MEDICAL EDUCATION

COLLEGE OF MEDICINE

قال جابر رضى الله عنه :
ما رأيت الرسول صلى الله عليه
وسلم مرة إلا تبسم في وجهي

CONTENTS:

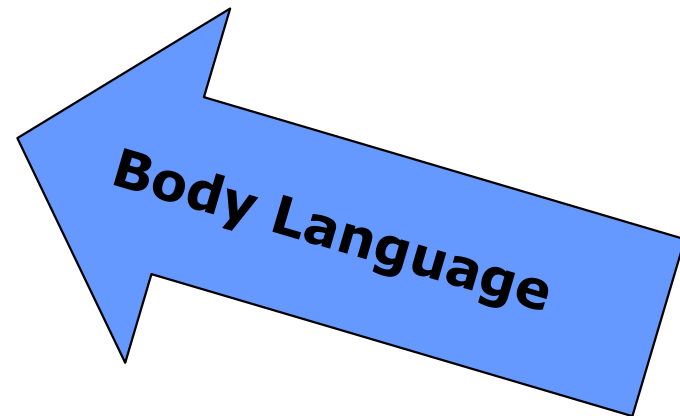
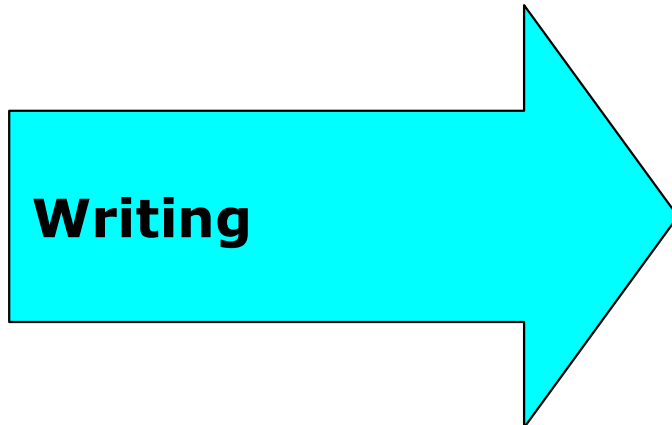
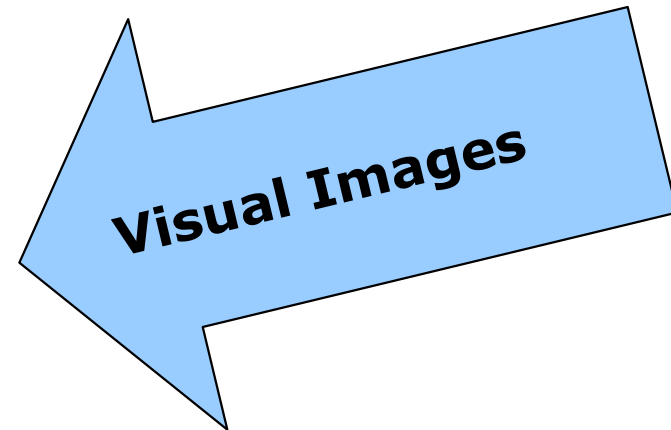
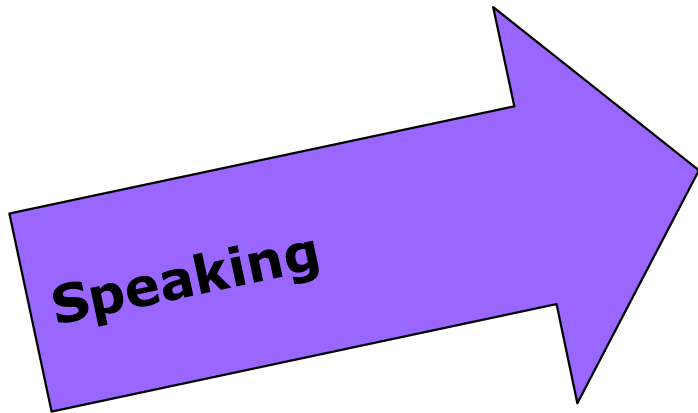
Part-1:

- **General communication skills**
 - Verbal v/s Nonverbal
 - Active v/s Passive
 - Listening v/s Hearing
 - Body language
- **Part-2:**
- **Communication Skills with Pts**
- **How to learn communication skills**
- **Summary**

OBJECTIVES:

- ⦿ What are our objectives for this session today??????
- ⦿ Let us get agree on some

MOST COMMON WAYS TO COMMUNICATE



PART 1

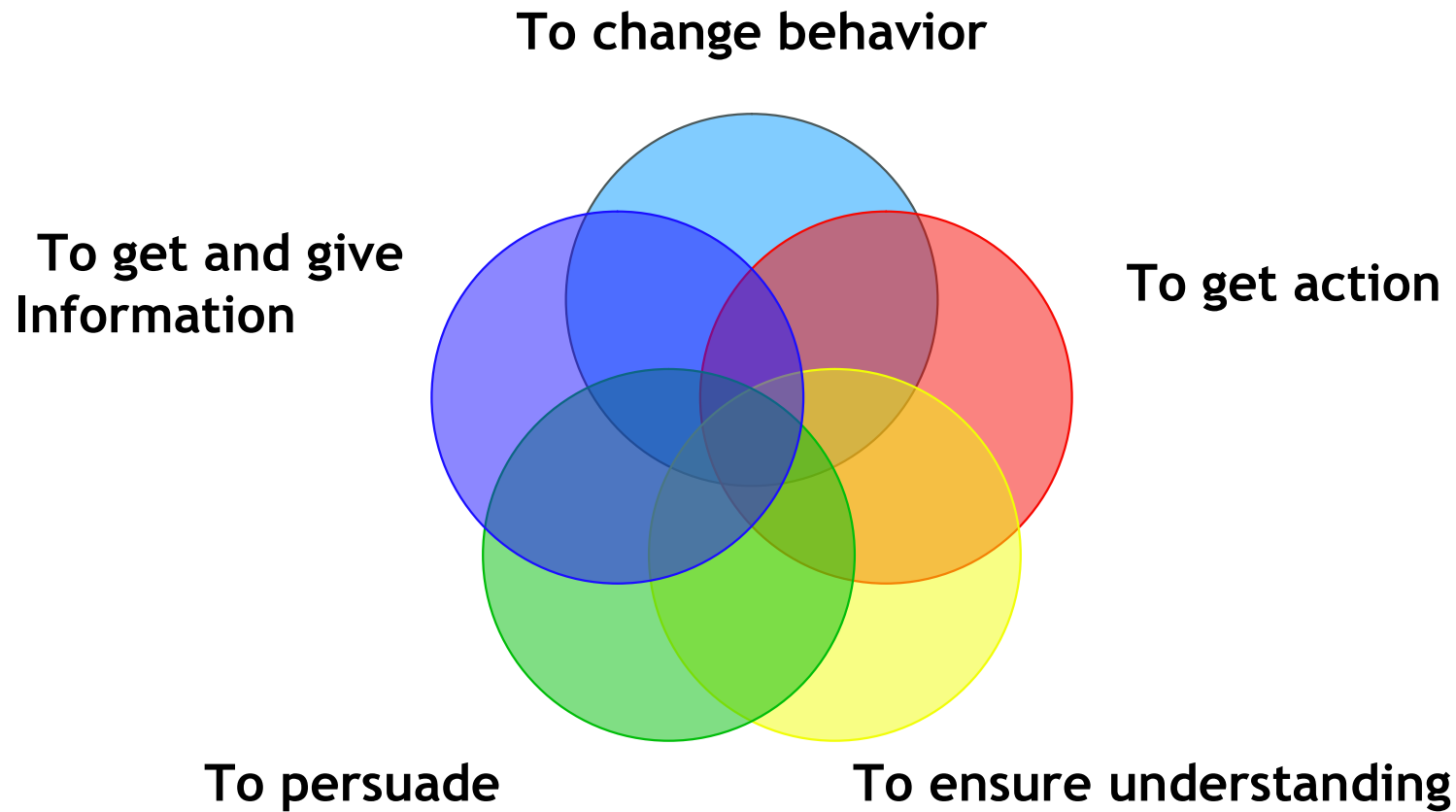
GENERAL
COMMUNICATION
SKILLS

COMMUNICATION SKILLS OVERVIEW

Effective communication skills are a critical element in our career and personal lives.

We all must use a variety of communication techniques to both understand and be understood

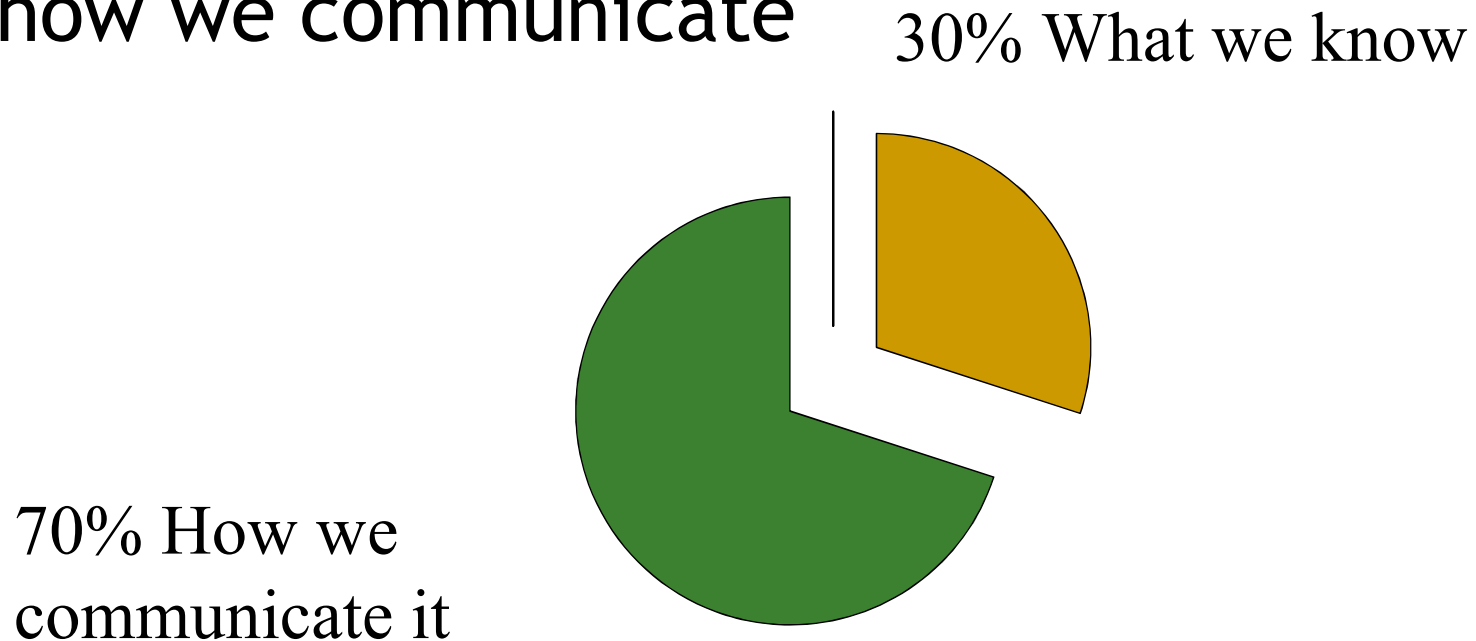
COMMUNICATION GOALS



Source: CGAP Direct

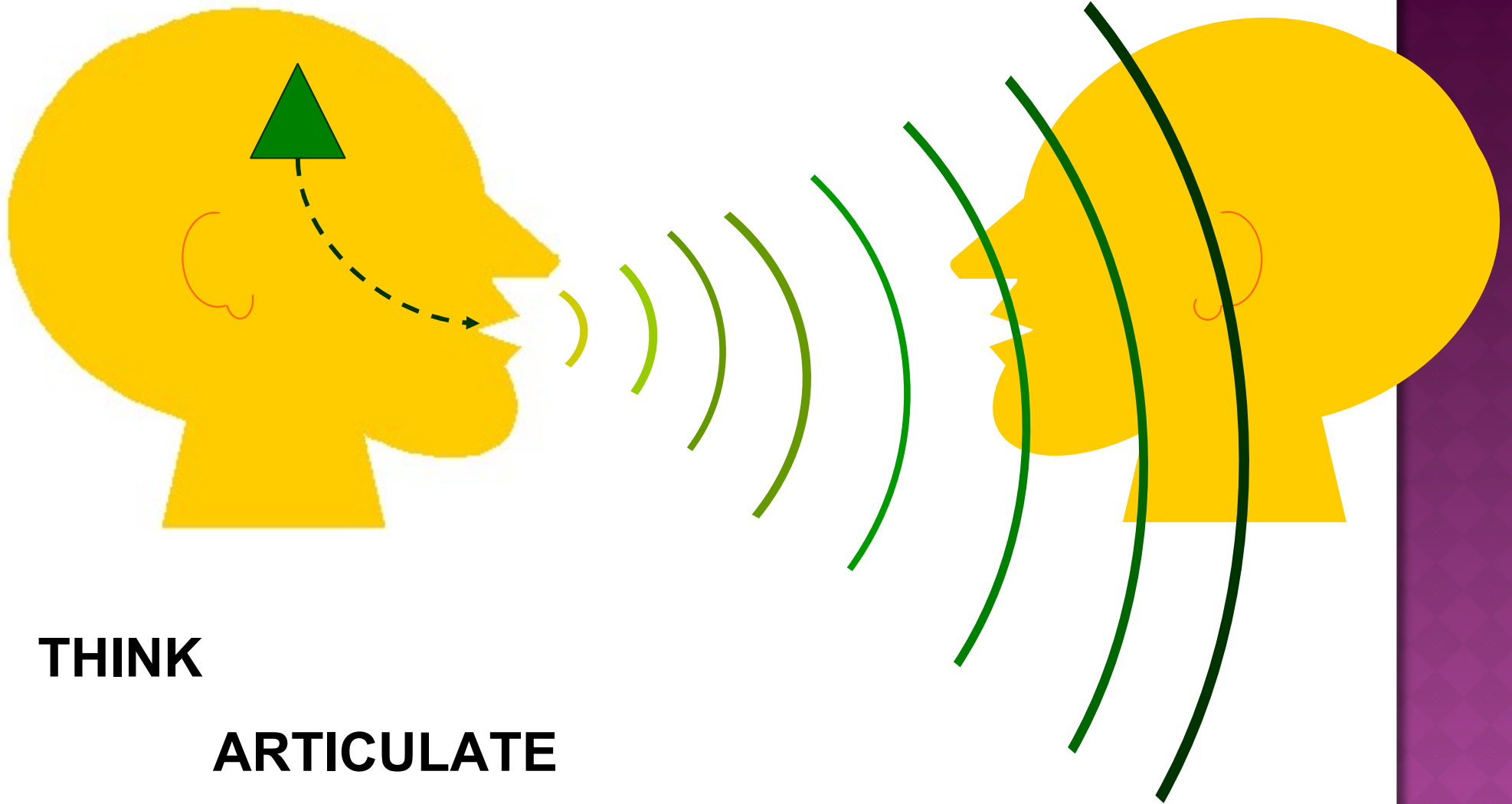
CRITICAL SUCCESS FACTOR FOR LIFE

The majority of our perceived ability comes from how we communicate



Source: CGAP Direct

COMMUNICATION PROCESS



THINK

ARTICULATE

COMMUNICATE

INFLUENCE



FEEDBACK



**DESIRED
ACTION**



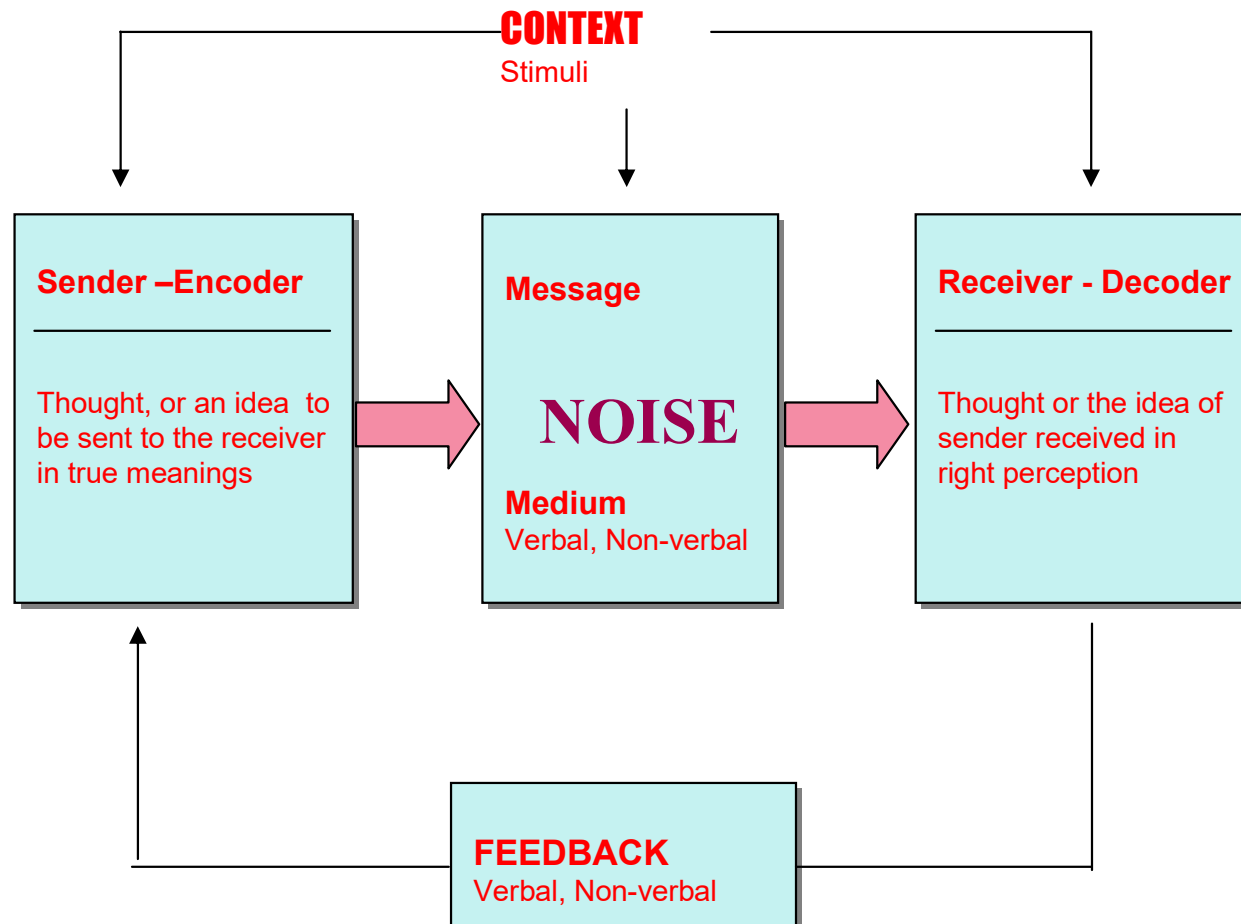
Sender

Receiver

Message

Components of Communication

COMPONENTS OF COMMUNICATION



WHAT IS THE INTERPERSONAL COMMUNICATION PROCESS?

- Communication
- Sequential Steps
 - Encoded
 - Transmitted
 - Decoding
 - Noise
 - Feedback



انا جيتك، خمسة اولاد
وقتلث بنات يا نالرحيل

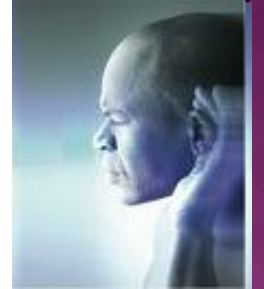
لازم اشوف لي زوجة غيرك
انتي ما جيتي لي الا الضغظ
والسكر !!



IMPORTANCE OF LISTENING

IMPORTANCE OF LISTENING

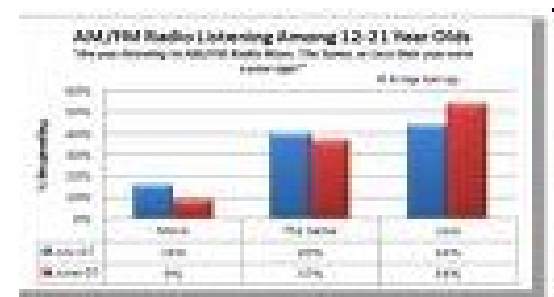
- ◎ 80 % TOP EXECUTIVES BELIVES IT AS MOST IMPORTANT SKILL
- ◎ STRENGTHENS ORGANIZATIONAL RELATIONSHIPS
- ◎ CREATES OPPORTUNITIES OF INNOVATION



TYPES OF LISTENING

◎ CONTENT LISTENING

- UNDERSTAND & RETAIN SPEAKERS MESSAGE
- EMPHASIS IS ON INFORMATION & UNDERSTANDING



TYPES OF LISTENING

◎ CRITICAL LISTENING

- UNDERSTAND & EVALUATE THE MEANING
- LOGIC OF ARGUMENT
- STRENGTH OF EVIDENCE
- INTENTIONS & MOTIVES
- VALIDITY OF CONCLUSION



TYPES OF LISTENING



◎ EMPATHIC LISTENING

- UNDERSTAND FEELINGS, NEEDS, WANTS
- AVOID JUMPING WITH ADVICE UNTILL NOT ASKED FOR.
- APPRECIATE HIS/HER FEELINGS & UNDERSTAND THE SITUATION



TYPES OF LISTENING

◎ ACTIVE LISTENING

- AVOID OR TURN OFF ANY BIASES OR FILTERS TO TRUALLY HEAR & UNDERSTAND THE SPEAKERS MESSAGE
- ENCOURAGE SPEAKERS WITH POSITIVE BODY LAUNGUAGE

■ Passive Listening??



ACTIVE LISTENING

- ◎ LISTENING/RECEIVING / RESPONDING
 - PHYSICALLY HEARING THE MESSAGE & ACKNOWLEDGING IT



LISTENING PROCESS

◎ RESPONDING

- CAN BE VERBAL OR NON VERBAL
- GENERALLY INITIAL RESPONSE TAKES IN FORM OF VERBAL FEEDBACK



BARRIERS IN EFFECTIVE COMMUNICATION

- ◎ SELECTIVE LISTENING
- ◎ DEFENSIVE LISTENING
- ◎ LACK OF COMMON BACKGROUND

NON VERBAL COMMUNICATION



38%

voice dynamics:

tone + inflection +
volume + accent +
non-word sounds;
and...

55%

Face and body:
non-verbal
communication or
face and body
language.

NON- VERBAL COMMUNICATION

- ◉ **Visual:** expression, eye contact, eye movement
- ◉ **Listening:** carefully, actively, memory
- ◉ **Kinesthetic:** Posture, distance, mobility, muscle tone, hand movement, etc

RECOGNIZING NON VERBAL COMMUNICATION

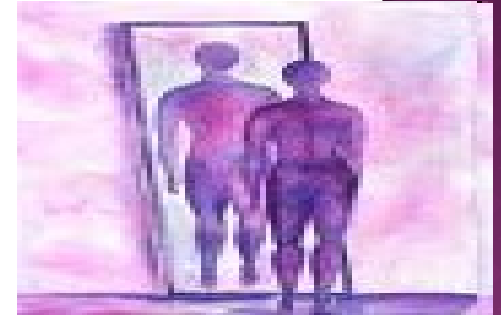
- ◎ FACIAL EXPRESSION
- ◎ GESTURES & POSTURES
- ◎ VOCAL CHARACTERISTICS

RECOGNIZING NON VERBAL COMMUNICATION

◎ PERSONAL APPREARENCE

◎ TOUCH

◎ TIME & SPACE



EXAMPLE OF BODY LANGUAGE

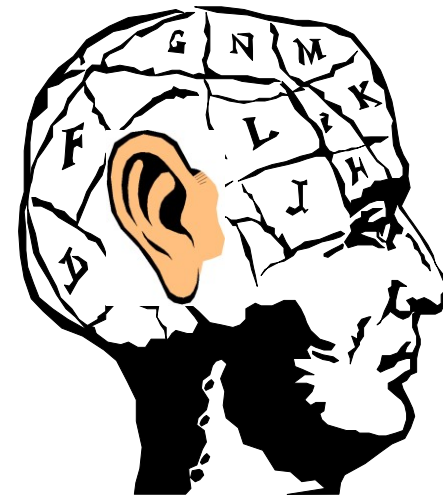
- ⦿ Sitting with legs crossed, foot kicking slightly:
 - ⦿ **Boredom**
- ⦿ Biting nails:
 - ⦿ **Anxiety**
- ⦿ Shoulder hunched, hands in pockets
 - ⦿ **Depression/Dejection**

EXAMPLE OF BODY LANGUAGE

- ⦿ Folded arms and leg crossed away from you:
 - ⦿ **Rejection**
- ⦿ Tapping fingers:
 - ⦿ **Impatience**
- ⦿ Avoiding eye contact:
 - ⦿ **Untrustworthy**

HOW DO WE RECEIVE AND UNDERSTAND MESSAGES ACCURATELY?

- Listening
 - Active Listening
 - Sensing
 - Attending
 - Reflecting



ACTIVE LISTENING

Few tips towards Active Listening:

1. Understand our own communication style.
2. Be an active listener.
3. Use normal communication.
4. Give Feedback

ACTIVE LISTENING...(cntd...)

1. Understand your own communication style:

- ⦿ High level of self-awareness to creating good & long lasting impression on others.
- ⦿ Understand how others perceive you.
- ⦿ Make others comfortable by selecting appropriate behavior that suits your personality while listening. (Ideally nodding your head).

ACTIVE LISTENING...(cntd...)

2. Be An Active Listener:

- ⦿ People speak @ 100 to 175 WPM but can listen intelligently @ 300 WPM.
- ⦿ One part of human mind pays attention, so it is easy to go into mind drift.
- ⦿ Listen with a purpose.
- ⦿ Purpose can be to gain information, obtain directions, understand others, solve problems, share interest, see how another person feels, show support, etc.
- ⦿ If it is difficult to concentrate then repeat the speakers words in your mind.

ACTIVE LISTENING...(cntd...)

3. Use Non-verbal Communication:

- ◉ Smile,
- ◉ Gestures,
- ◉ Eye contact,
- ◉ Your posture.

ACTIVE LISTENING...(cntd...)

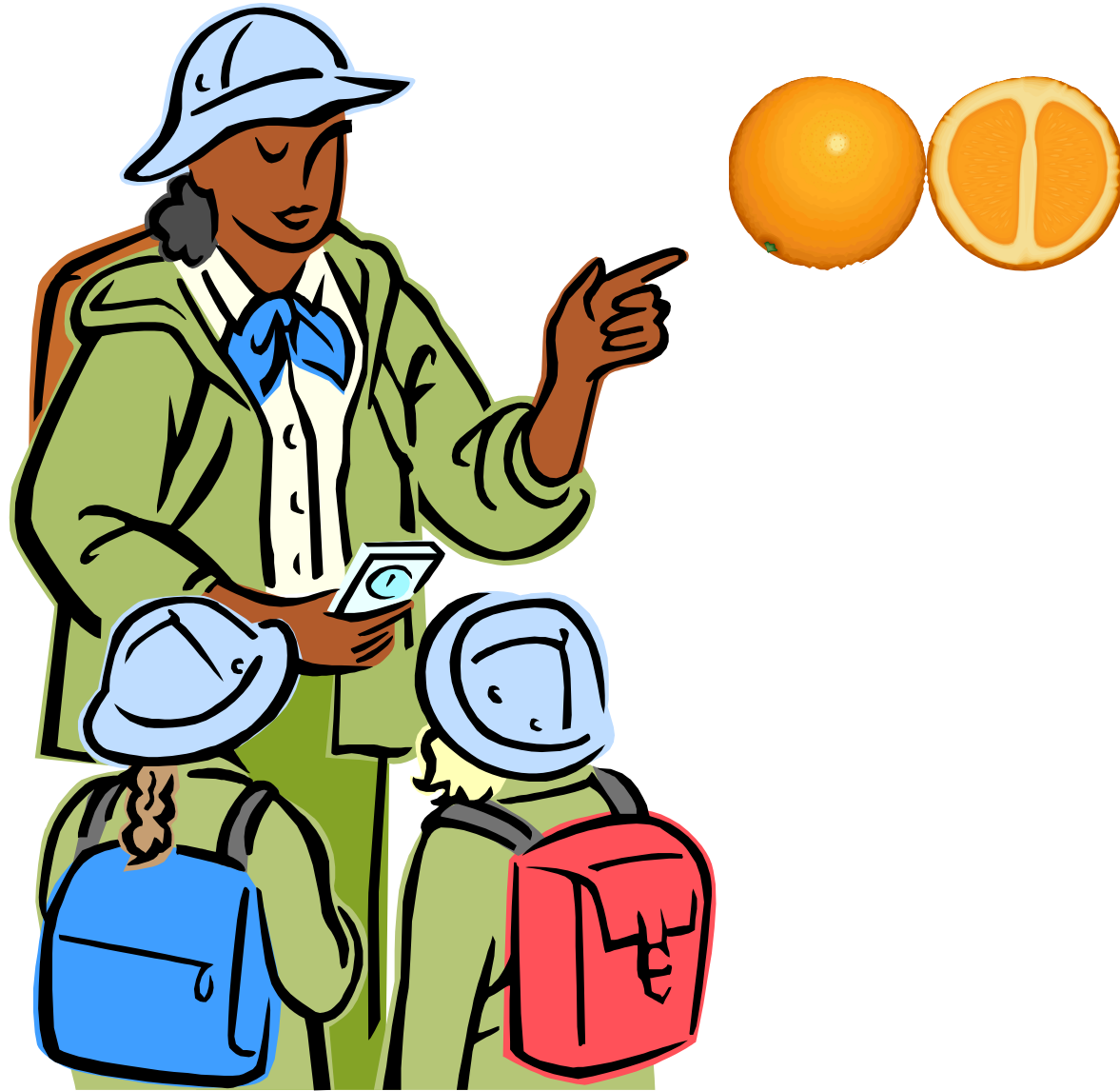
4. Give Feedback

- ⦿ Remember that what someone says and what we hear can be amazingly different.
- ⦿ Repeat back or summarize to ensure that you understand.
- ⦿ Restate what you think you heard and ask, "Have I understood you correctly?"

BOTH GIRLS WANT THE ORANGE



BUT WITHOUT GOOD LISTENING, NEITHER GETS
WHAT THEY WANT...



WHAT DO YOU THINK ABOUT?

I have something
really important
to tell you



Maybe I should
get a haircut



TECHNIQUES TO IMPROVE LISTENING SKILLS

PARAPHRASE

Restate what was said in your own words

SUMMARIZE

Pull together the main points of a speaker

QUESTION

Challenge speaker to think further, clarifying both your and their understanding

PRACTICE PARAPHRASING

○ Paraphrasing is simply restating what another person has said in your own words.

- Use phrases such as:
- In other words...
 - I gather that...
 - If I understand what you are saying...
 - What I hear you saying is...
 - Pardon my interruption, but let me see if I understand you correctly...

PART 2

COMMUNICATION

SKILLS

WITH PATIENTS

COMMUNICATION SKILLS?? WITH PATIENTS

BENEFITS

- ◎ **Good communication skills :**
 - identify patients' problems more accurately:
 - Diagnostic Accuracy
 - Improve Pts understanding & Information retention
 - Increase adherence to treatment
 - Their patients adjust better psychologically and
 - Pts more satisfied with their care

BENEFITS (CONT...)

- ◉ Doctors with good **communication** skills have greater job satisfaction and less work stress

EFFECT ON HEALTH OUTCOME

Effective communication
important in the
delivery of high-quality
health care.

(Roter 1987, Betakis 1991, Stewart 1995).

THE HEALTH OUTCOME IS POSITIVELY AFFECTED BY:

- ⦿ Probing the thoughts, feelings, and expectations of patients.
- ⦿ Encouraging them to ask questions,
- ⦿ allowing patients to share in the decision making.

Stewart 1995, in a review of several studies

EFFECT ON HEALTH OUTCOMES

- ⦿ The reduction of anxiety.
- ⦿ The reduction of psychological distress.
- ⦿ Pain relief.
- ⦿ Symptom resolution.
- ⦿ Mood improvement.
- ⦿ Reduction of high blood pressure.

(Stewart 1995).

THE TORONTO CONSENSUS STATEMENT

“stressed that the main complaint
of patients is related to
“communication problems and
not to clinical competency.”

(Simpson 1991)

“THE MAIN REMARKS MADE BY PATIENTS IN THE PHC CENTERS IN RIYADH WAS THAT:

“PHYSICIANS WERE **NOT LISTENING** ENOUGH TO THEIR COMPLAINTS.”
(*SAEED 2001*)

INTERPERSONAL SKILLS

- 1. Respect: treating others as one would want to be treated**
- 2. Paying attention**
- 3. Being positive & mindful of importance of the relationship,**
- 4. Having a caring intent & interested in the pt's ideas, values, and concerns.**
- 5. Flexibility or ability to monitor the relationship in real time & adjust interpersonal skills as necessary.)**

CONSULTATION SKILLS

Communication Skills:

- ◉ Verbal e.g

&

- ◉ Non-verbal e.g

Clinical skills:

- ◉ Examination

- ◉ Procedures

VERBAL & NON-VERBAL COMMUNICATION

- ⦿ Information is in the words:
 - 1%
- ⦿ Information is in the tone of voice:
 - 39%
- ⦿ Information is in the gestures & expression:
 - 60%

PATIENT-CENTERED CARE

- ⦿ Patients as partners
- ⦿ Involve them in decision making
- ⦿ Enlist their sense of responsibility for their care
- ⦿ Respect their individual values and concerns

Effective

Communication
Skills
(Models)



EFFECTIVE

COMMUNICATION SKILLS

◎ The planning

- *what subjects to address.

- *time is limited :prioritize.

- *what to discuss another time.

- *Prepare by going over all the necessary information

EFFECTIVE COMMUNICATION SKILLS

- ◉ Greet the person by their names (أبو فلان).
- ◉ Make eye contact ,introduce yourself warmly
- ◉ Smile (ease the tension on either side)
- ◉ Shake hands. Ask the person to sit down by indicating a chair.
- ◉ establish a rapport by asking a simple open- ended question ,
- ◉ explain that you may need to take notes,

EFFECTIVE COMMUNICATION SKILLS

- ◎ Use a good mix of **open-ended & closed-ended** questions.
- ◎ **Listen actively**
 - and pay attention to what he or she says,
 - **don't interrupt.**
- ◎ pick up on cues from their speech and respond appropriately.

TWO BASIC TYPES OF QUESTIONS

1. Closed questions:

- Get a one-word response and inhibit thought.
- Questions begin with who, when and which

2. Open-ended questions:

- Invite unique thought, reflection or an explanation.
- Questions begin with how, what and how come (not why!).

EFFECTIVE COMMUNICATION SKILLS

- ⦿ Maintain appropriate **eye contact**, giving verbal and non-verbal feedback to ease the flow of the exchange.
- ⦿ **Silences** allow thinking and reflection, so don't feel you always have to fill them.

EFFECTIVE COMMUNICATION SKILLS

- ⦿ Aim to encourage **emotional expression** as this will often prove to be the most therapeutic aspect of the interaction.
- ⦿ If you think you are not getting through to the other person, **resist the temptation to raise your voice.**
- ⦿ **Being positive**

EFFECTIVE COMMUNICATION SKILLS

At the end:

- ⦿ **Summarize**
- ⦿ **Give a chance to ask**
- ⦿ **Agree a time for a follow-up.**
- ⦿ **Thank and escort him to the door**

PITFALLS

IN COMMUNICATION WITH PTS



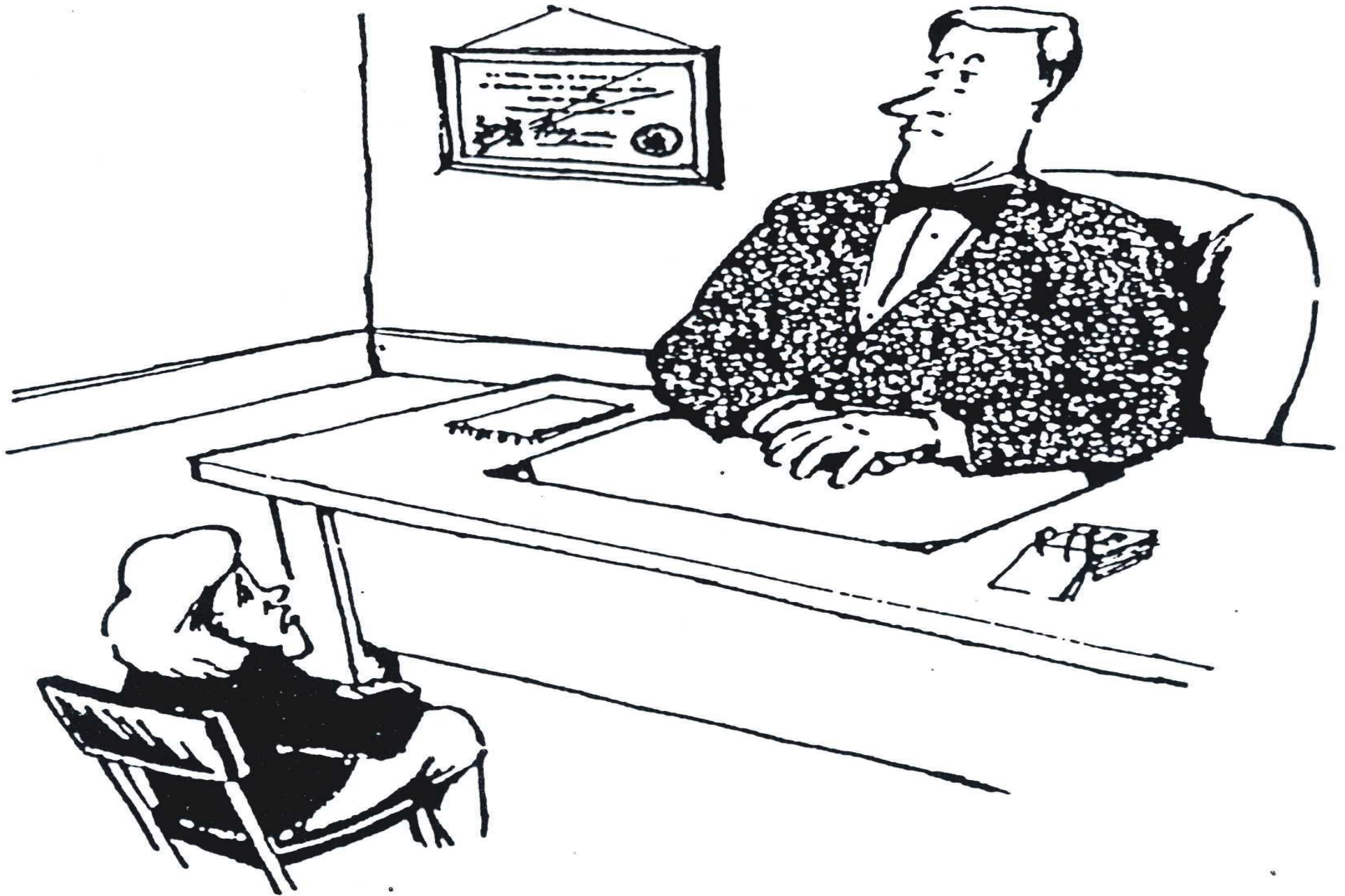


Fig. 3.2 *The physical barrier*

BLOCKING BEHAVIOR

- ⦿ **Interrupting**
- ⦿ **Offering advice and reassurance before the main problems have been identified**
- ⦿ **Lack of concern**
- ⦿ **Attending to physical aspects only**
- ⦿ **Switching the topic**

LEARNING

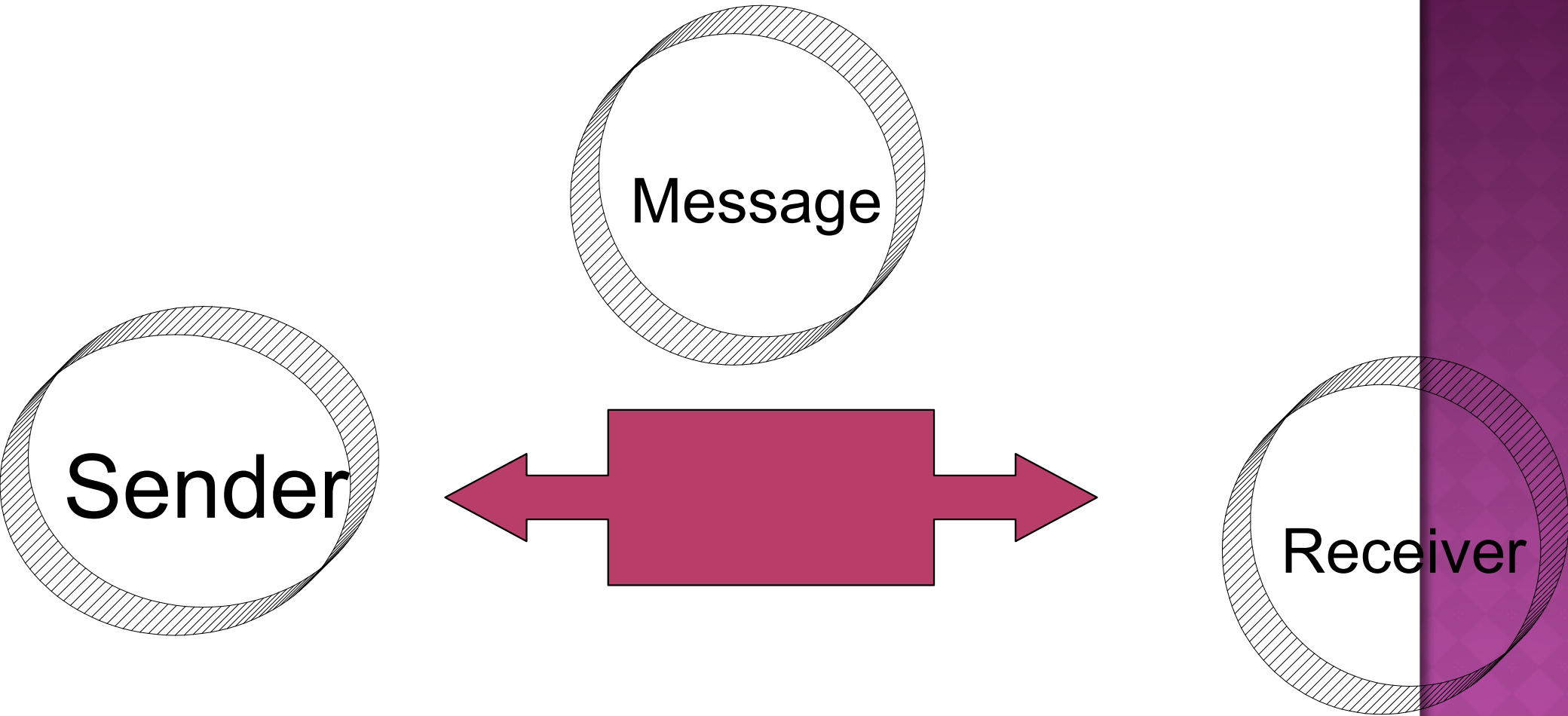
COMMUNICATION SKILLS

- **Practice**
- **Rehearsal**
- **Recording**
- **Refelection**
- **Feedback**

GENDER DIFFERENCES



COMMUNICATION



TAKE HOME MESSAGE



**To Be a Good Doctor/Teacher we
Have to Be a
GOOD COMUNICATOR**

شكرا

THANKS