

Communication skills

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Content

- Definition
- Basic elements in the communication process.
- Principles of communication.
- Important positive doctor behavior
 - Active listening.
 - Attitudes
 - Communication strategies
 - Follow up

Continue....

- Difficulties in communication
- Verbal communication
- Non-verbal communication
- Rapport building techniques
- Key points

*In the art of medicine there are three factors---
the disease ,the patient , and the doctor....It is
not easy for the ordinary people to understand
why they are ill or why they get better or worse ,
but if it is explained by someone else , it can
seem quite a simple matter---if the doctor fails
to make himself understood he may miss the
truth of the illness.*

The forgotten Art

Elliot-Binns E 1978

Communication

*The successful passing of a message
from one person to another*

Factors interfering with patient satisfaction

- Poor communication
- Physician insensitivity
- Office foul ups eg Appointment delay

Principles Facilitating Communication Process

- **The rapport**
- **Time factor**
- **The message**
- **The attitudes**

Communication in the Consultation

Positive doctor behavior

At first contact

- * Make the patient feel comfortable.
- * Be unhurried and relaxed.
- * Focus firmly on the patient.
- * Use open ended questions.
- * Make appropriate reassuring gestures.



Active listening

Listening includes four essential elements:

- Checking facts
- Checking feelings
- Encouragement
- reflection

Attitudes

Caring

Empathy

Respect

Interest

Concern

Responsibility

Trust

Sensitivity

Confidence

Competence

Communicating Strategies

- Modify language
- Avoid jargon
- Clear explanations
- Clear treatment instructions
- Evaluate pt's understanding
- Summarize and repeat
- Avoid uncertainty
- Avoid inappropriate reassurance

Follow up

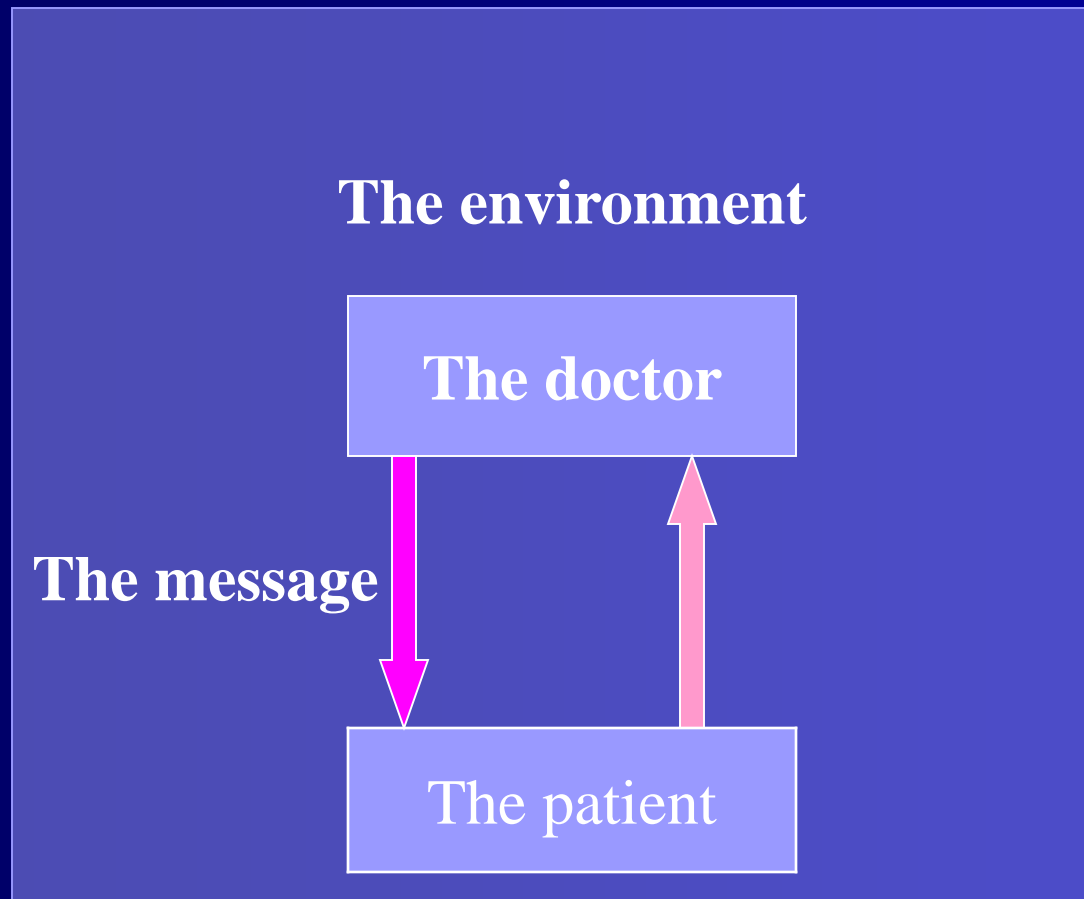
- Ensure pt obtains results
- Ensure any promised follow-up is carried out.
- Arrange referral if inadequate response to Rx
- Act as an advocate if necessary.

Difficulties in Communication

Effective communication depends on four factors:

1. The doctor (sender)
2. The patient (recipient)
3. The message
4. The environment

The four key factors affecting communication



The doctor

Personal factors that influence communication

- **Age** elderly , young
- **Sex** opposite
- **Senses** deafness , speech
- **Competence** health understanding ,
professional training
social awareness, empathy

- **Attitude**

bias patient
attending
other doctors.

- **Differences**

religion , social class
ethnic groups

Patient

Patient characteristics that influence consultation

- Age adolescent, elderly
- Sex opposite
- Senses deaf, blind, speech impairment
- Handicapped
- Illness acutely ill, injured

Psychological

- Attitude

aggressive,
hostile, passive,
demanding

- Anxiety /depression

- Dementia

- Fear & phobias e.g. AIDS

- Hypochondriasis

- Personality disorders

- Sensitive issues e.g. sexuality,
bereavment

- Malignancy

Social

- Social class
- Ethnic group
- Education
- Political group
- Familiarity

Doctor-patient interaction

- Poor past relationship and experiences.
- Personal differences
- Communication skills of doctor and patient.
- Personal honesty and integrity of both in dealing with difficult messages.
- Psychosocial problems.
- Familiarity between patient & doctor.

Negative communication related to the message

- **Language difficulties**
- **Complex problems**
- **Emotional problems**
- **Uncertainty and doubt**

Environment

Factors adversely influencing communication:

Waiting room

Poor physical layout

Length of waiting time

Time pressure

busy, noisy, sense of urgency

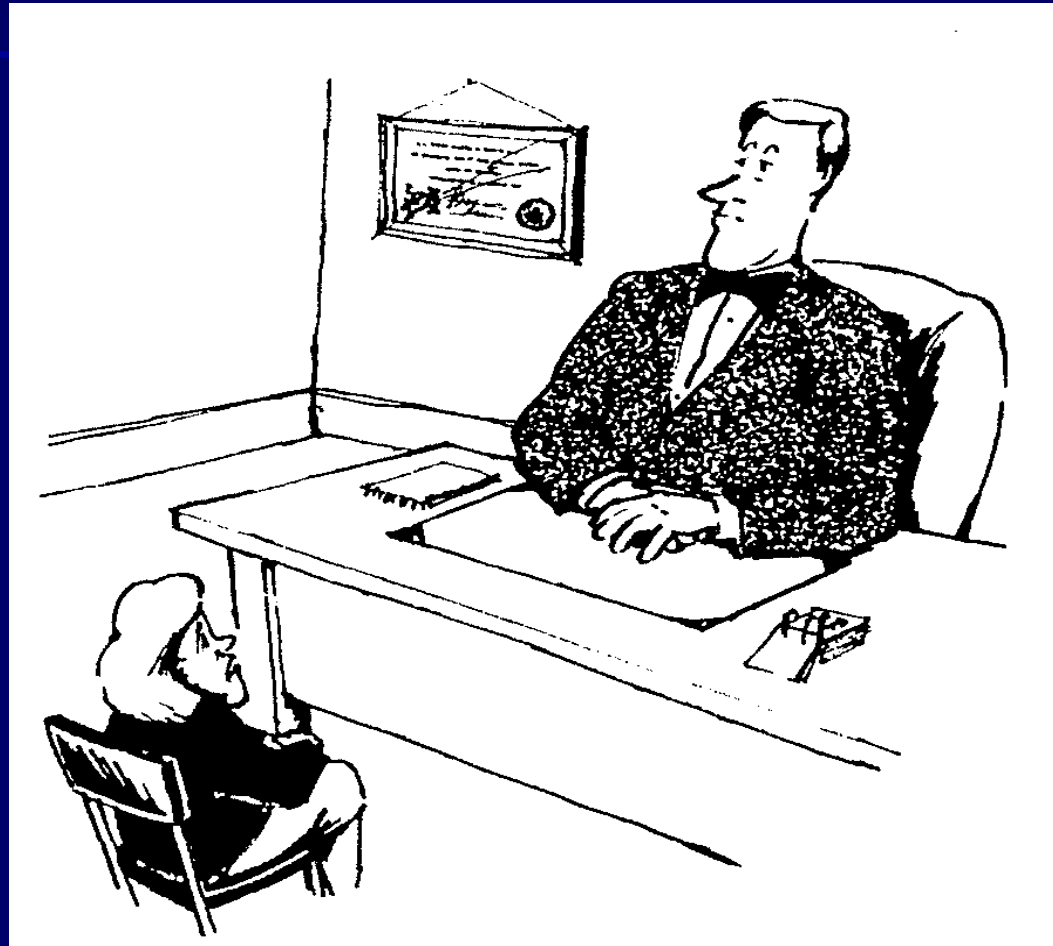
Physical factors

Desk barrier, inappropriate layout, poor record system substandard examination couch.

Privacy

undressing, sound , interruptions

Physical barrier



Verbal communication

- Verbal interchange
 - *Close ended questions
symptoms , PMH, FMH, psychosocial data
 - *Open ended questions
Tell me about it.
- Slips of tongue, and major areas of omission
- By the way
- “Calling card” “ticket to the doctor”
- Avoid medical jargon

Consltation

- https://youtu.be/Cg4BbnkBavQ?list=PLpRE0Zu_k-By_X4INa4WwYFC2MTbkDHok

Nonverbal communication

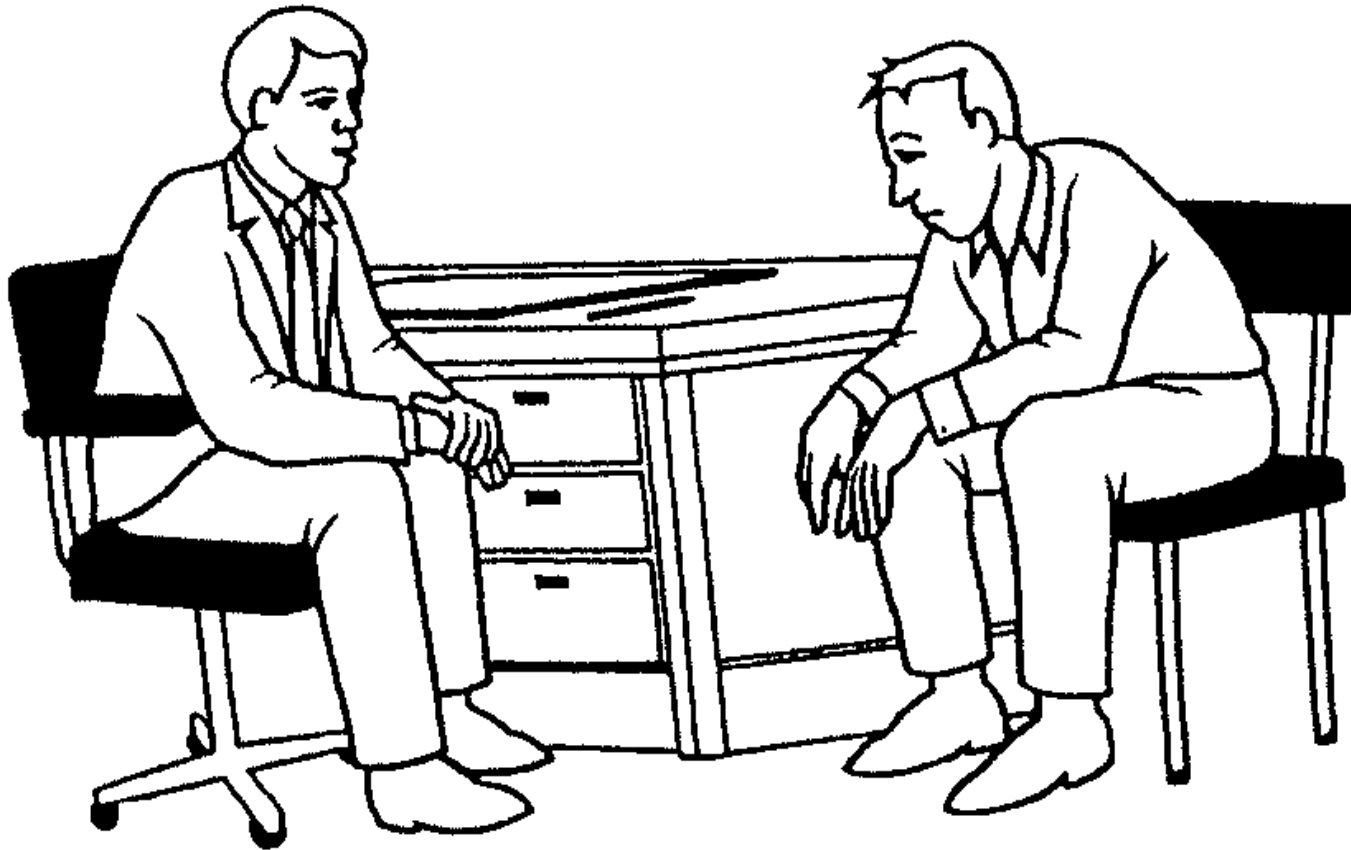
"Body language"

It is the most important feature of the communication process.

Impact of the message

Words	7%
Tone of voice	38%
Non-verbal communication	55%

Posture of a depressed person



Non-verbal communication

- Paralanguage (Voice effect)
- Touch
- Body language (kinesis)
- Proxemics (spatial factors)

Paralanguage

- Voice effect that accompanies or modifies talking and communicate meaning.
10% words and 90% facial expression , and tone of voice
- Velocity of speech(fast ,slow, hesitant)
- Tone and volume
- Sighs , grunts, pauses.
- Urgency , sincerity, confidence, hesitation, sadness, and apprehension.

Body language

- study of nonverbal gestures, or body movements and their meaning as a form of communication

EYES

- Eye brows
- Forehead
- Eyes

Eye contact (1/4 of time depressed)

Shifty eyes, stuttering eyes

,stammering eyes (cutting you off)

- Pupils dilated , constricted

Hands

- Auto-contact (protective feeling)
- Hand to hand contact (barrier)
- Droopy and flaccid with sadness
- Grasping in anxiety.
- Clenched in anger.

Gestures

- Arms

crossed arms -----defensive posture

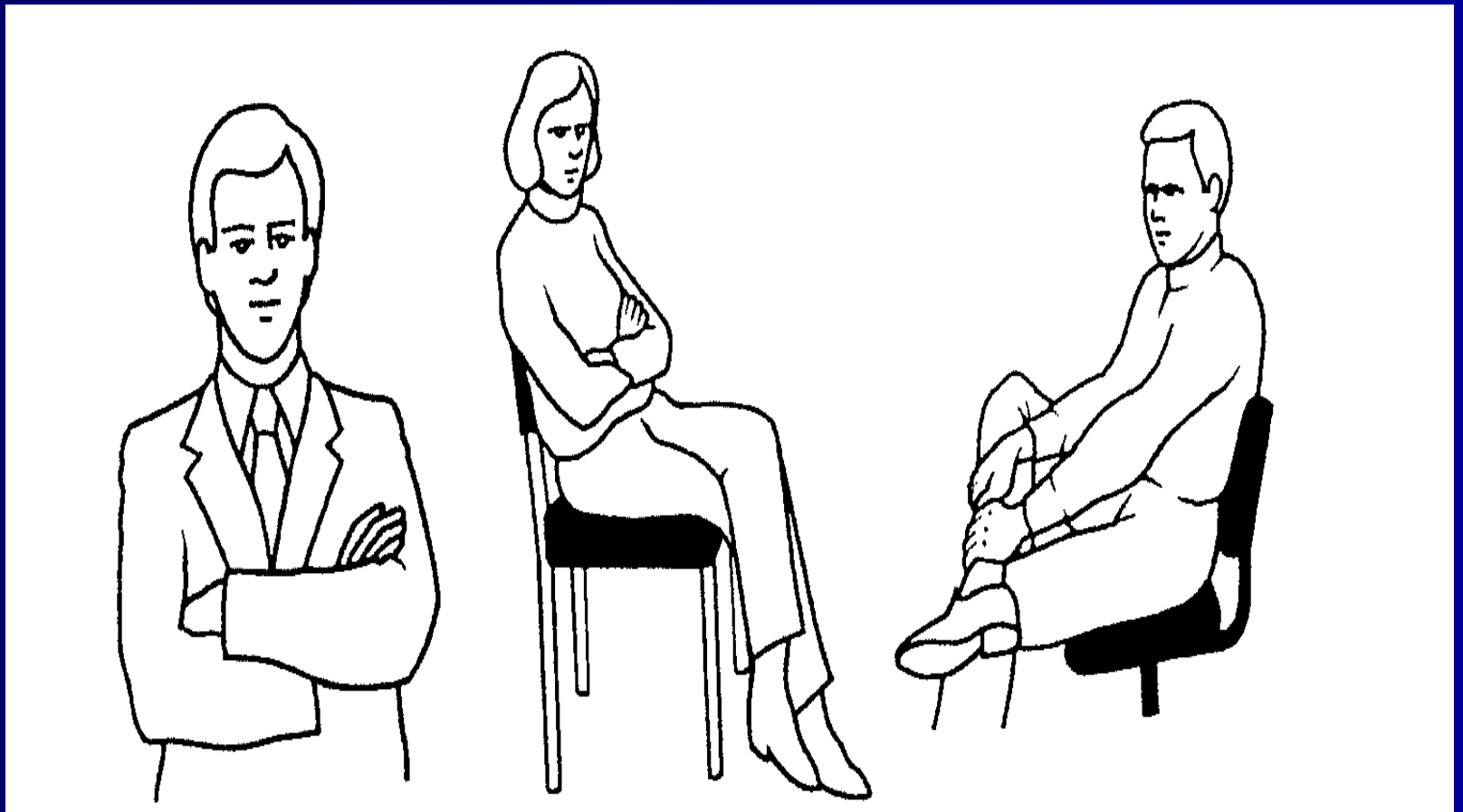
Hugging----- insecurity

- Legs

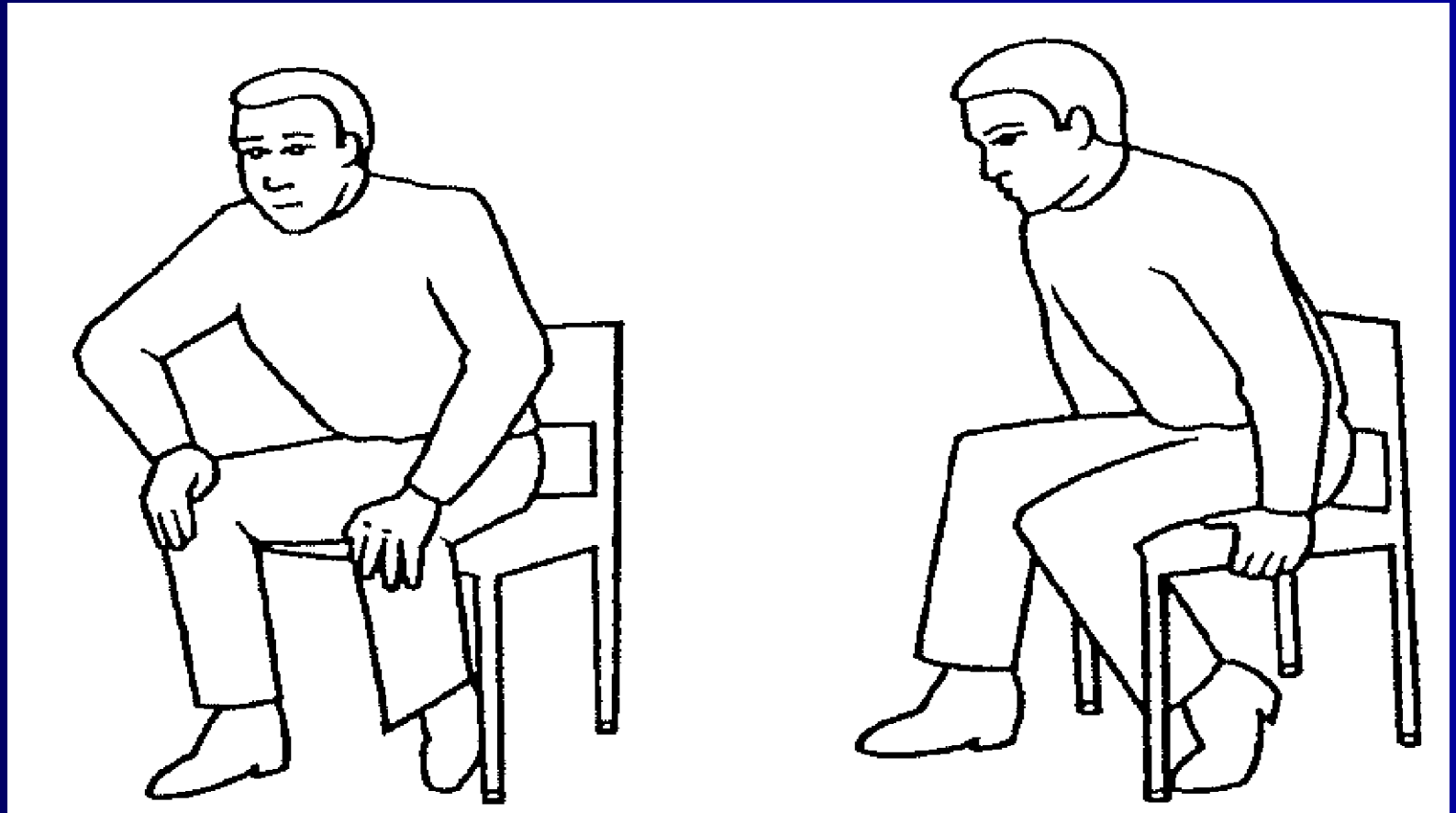
Crossing the legs-----protection against

- Nose rub, throat clear lying

Barrier signals



Readiness to go gesture



Rapport-building techniques

- Mirroring
- Pacing
- Vocal coping

consultation

Body language

<https://youtu.be/tWFVT-fUafQ>

Key points

- Listening is a fundamental prerequisite for effective communication.
- Paraphrasing and summarizing will emphasize that listening is occurring.
- Observation of non-verbal language may be the most significant part of communication.
- Good communication between doctor and patient decreases the chance of dis-satisfaction.

References

- Essential of Family Medicine
by Rakel
- The Basis of General Practice
by Murtagh

- Videos body language CD

Consultation – patient centered

- <https://youtu.be/S4wWClQhZaA>