

Communication Skills

Color Index

IMPORTANT

NOTES

GOLD

EXTRA

OBJECTIVES

- Describe the principles of Doctor patient communication.
- Discuss effective listening, language, and non-verbal skills to be used
- Demonstrate effective communication with patients and their family
- Practice effective communication with colleagues

DONE BY

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Revise

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Sources

436 A team, Drs Slides and Notes

Content

- Definition
- Basic elements in the communication process
- Principles of communication
- Important positive doctor behavior
 - Active listening
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 - Communication strategies
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- Difficulties in communication
- Verbal communication
- Non-verbal communication
- Rapport building techniques
- Key points

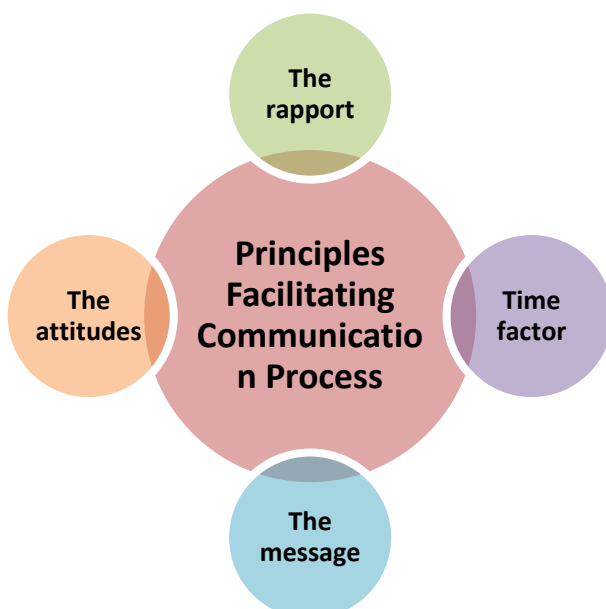
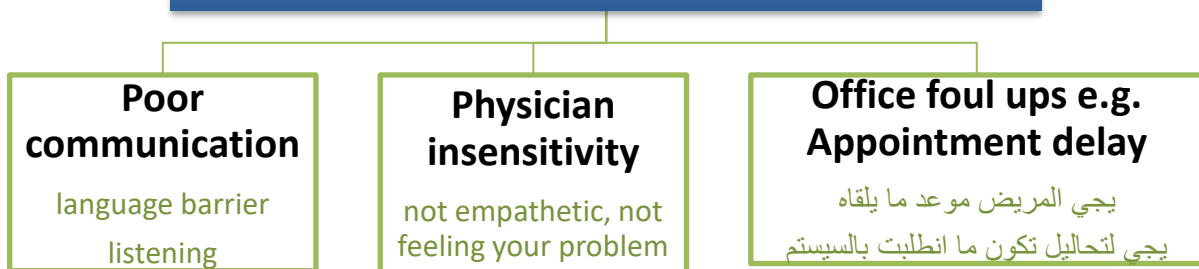
In the art of medicine there are three factors the disease ,the patient , and the doctorIt is not easy for the ordinary people to understand why they are ill or why they get better or worse, but if it is explained by someone else , it can seem quite a simple matter if the doctor fails to make himself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

The forgotten Art
Elliot Binns E 1978

Communication can be verbal and non-verbal

The successful passing of a message from one person to another
Successfully Transferring information, messages or knowledge

Factors interfering with patient satisfaction



Rapport: the relationship between the doctor and the patient

Messages might be complicated and uncomfortable e.g. sexual problems and drug abuse

The attitudes of the patient and the doctor

Rapport is the development of communication skills that instill in patient sense of confidence and trust by conveying sincerity and interest in their care and well-being

Communication in the Consultation

Positive doctor behavior

At first contact Smiling, shaking hands,
Introducing himself

- Make the patient feel comfortable.
- Be unhurried and relaxed.
- Focus firmly on the patient.
- Use open ended questions.
- Make appropriate reassuring gestures.
Saying yes, tell me more and so on

Active listening

Listening includes four essential elements:

- Checking facts info about the presenting problem
- Checking feelings about the presenting problem
- Encouragement
- Reflection التفكير في مشكلة المريض

Attitudes

- Caring
- Responsibility
- Empathy تحط نفسك مكان المريض
- Trust
- Respect
- Sensitivity
- Interest
- Confidence
- Concern
- Competence

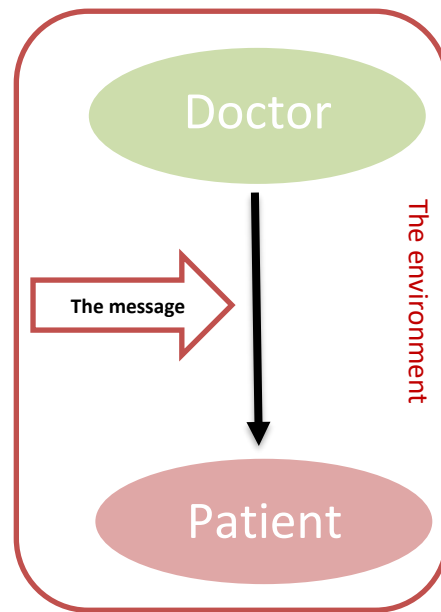
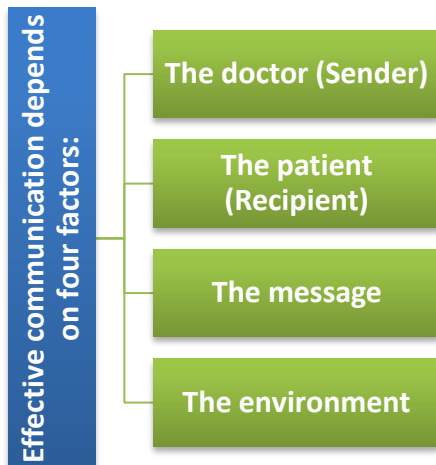
Communicating Strategies

- Modify language simple language
- Avoid jargon
- Clear explanations
- Clear treatment instructions
- Evaluate patient's understanding
- Summarize and repeat
- Avoid uncertainty
- Avoid inappropriate reassurance if there's a lump, don't reassure it's not cancer, you have to be clear to patient that you still don't know

Follow up

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

Difficulties in 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, bereavement
- Malignancy

Social

- Social class
- Ethnic group
- Education
- Political group
- Familiarity *the patient or the doctor is friend or a relative*

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.
- *Hearing problems*
- *Different sexes*
- *Dementia*

Negative communication related to the message

- Language difficulties *using medical jargons*
- Complex problems *not straight forward message, drug abuse and psychiatric illness*
- Emotional problems *bereavement, depressed patients*
- Uncertainty and doubt, *when you don't know the diagnosis, you can't communicate and reassure*

Environment

Factors adversely influencing communication:

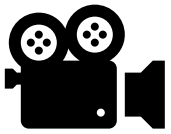
- Waiting room → Poor physical layout, Length of waiting time *No space to sit down, Noisy, uncomfortable, waiting time*
- Time pressure → busy, noisy, sense of urgency
- Physical factors → Desk barrier *patient and doctor are setting face to face and no barriers between them, L shaped*, inappropriate layout, poor record system, substandard examination, couch.
- Privacy → undressing, sound, interruptions

Physical barrier



Verbal communication

- Verbal interchange
- Close ended questions: used when you want facts about the disease symptoms, PMH, FMH, psychosocial data
- Open ended questions: we usually use it
Tell me about it.
- Slips of tongue زلة لسان, and major areas of omission لما تسال المريض عن زوجته واولاده وما يتكلم في الموضوع تعرف ان في مشكلة
- By the way لما المريض يذكر موضوع ويعتقد انه غير مهم ويكون مهم
- Calling card "ticket to the doctor" لما تجي الام وتقول طفلها تعبان ويكون كل شي سليم، تبدأ تفكر يمكن الام هي الي تعبانة وعندها اکتئاب ما بعد الولادة
- Avoid medical jargon



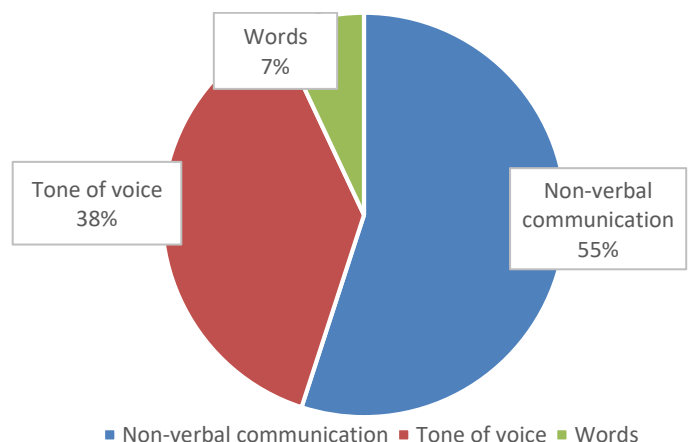
Consultation

Nonverbal communication

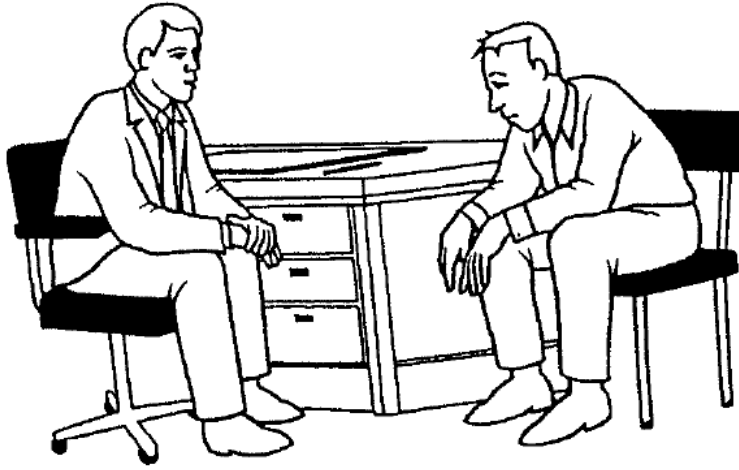
"Body language"

It is the most important feature of the communication process

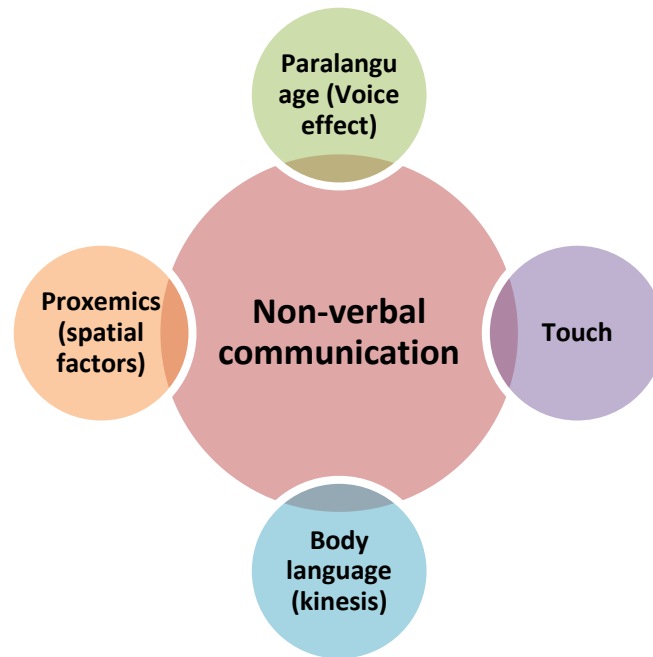
Impact of the message



Posture of a depressed Person



Patient: Drooping shoulders, Flaccid hands, Looking to the floor



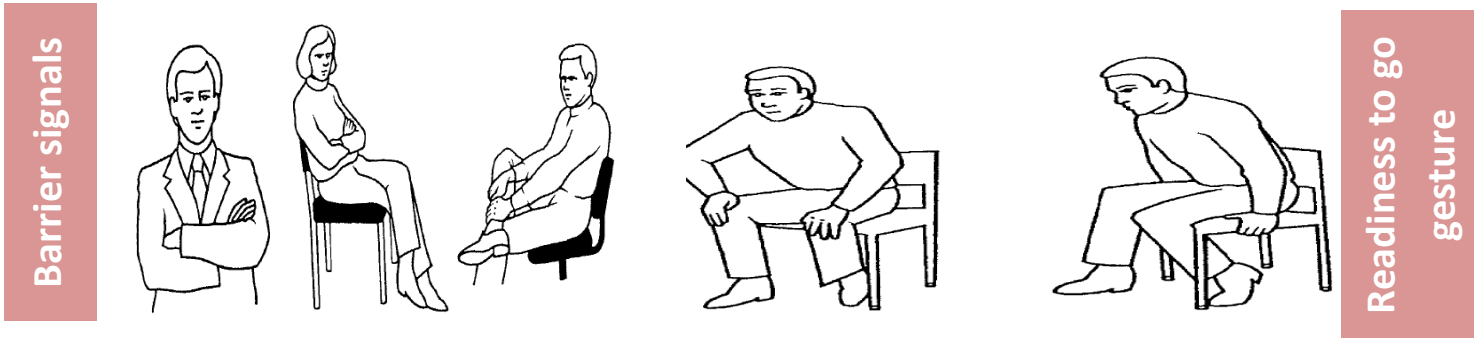
Paralanguage الكلام بشكل عام

- 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	Hands	Gestures
<ul style="list-style-type: none"> ▪ Eyebrows give 40 expressions, eyelid gives 23 expression ▪ Forehead ▪ Eyes Eye contact (if less than 1/4 of time then the patient is depressed), Shifty eyes يطالع يمين ويسار ومو مهتم بكلامك, stuttering eyes يرمش كثير, عشان يحط حاجز بينك وبينه, stammering eyes يغمض عينه فترة ويفتح (cutting you off) ▪ Pupils dilated when patient is excited, constricted 	<ul style="list-style-type: none"> ▪ Auto-contact (protective feeling) holding yourself when you're in pain ▪ Hand to hand contact (barrier) ▪ Droopy and flaccid with sadness ▪ Grasping in anxiety ▪ Clenched in anger 	<ul style="list-style-type: none"> ▪ Arms crossed arms → defensive posture Hugging → insecurity ▪ Legs Crossing the legs → protection against Nose rub, throat clear → lying



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.

Rapport-building techniques

- Mirroring** Echoing, trying to imitate the patient partially, اقلد المريض في جلسته او حركته
- Pacing** Pacing: be on the same rate of patient's talk, walk, etc....
- Vocal coping** The doctor tries to rise/reduce his sound to be the same as patient



Consultation - Body language



Consultation – patient centered

QUESTIONS

QUESTIONS (1)

Communication is defined as the interchange of thoughts or opinions through shared symbols

A) True

B) False

QUESTIONS (2)

The four facets of interpersonal communication are sender, receiver, information, and behavior

A) True

B) False

QUESTIONS (3)

Student must be able to use a variety of communication techniques in order to create an environment that enables participants to engage actively in the learning process

A) True

B) False

ANSWERS

A, B, A