



Patient Counselling

This lecture is super important along with breaking bad news lecture, why? Bec **one** of them will come as an OSCE (ستيشن عليها 25 درجة) station!!!!

Color Index

IMPORTANT

NOTES

GOLD

EXTRA

OBJECTIVES

أغلب هذه السكز تغطت بمحاضرة الكونسلتيشن، هنا بس بنركز كيف نسوي كاونسلق (ستيجز)

- To understand the concepts of counseling in family medicine.
- To learn the counseling skills and why it is important.
- To learn the stages of counseling.
- To identify the possible barriers in counselling.
- To be able to use counseling techniques

DONE BY

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What is counseling?

“Counselling is a structured conversation aimed at facilitating a client’s quality of life in the face of adversity”

Johnson (2000, p.3)

It is the skilled and principled use of relationship to help the patient develop self-knowledge, emotional acceptance and growth including personal resources.

هو باختصار انك أنت كطبيبة حابة تغيري شيء بالإنسان هذا (مثلا التدخين، الرضاعة، السمعة، كونتراسيشن، انسلين للدايبتك، أدوية الإكتئاب) عن طريق محادثة ستركتشرد. وقتها تقولي للنيرس أنا بسوي كاونسلنق وأحتاج 10 دقائق دون مقاطعة، قفلي الباب.

Aims of counselling

Aims mainly towards **Change**.

The aims of Counselling should always be based on the needs of the client, which are:

- to help the clients manage their problems more effectively and develop unused or underused opportunities to cope more fully.
- to help and **empower** clients to become more effective self-helpers in the future (Egan,1998).

Helping is about constructive change and making a substantive difference to the life of the client.

الفرق بين الكاونسلنق والكونسلتيشن: أن الكونسلتيشن مثلا يجيك مريض دايبتك، أنت هنا تتعامل معي معه من أ الي ي (هستري اقزام انفرتيشن.. إلخ) وممكن يدخل مع كاونسلنق بالنهاية إذا اخترتي تبدينه على انسلين.

Key skills of counsellor من محاضرة الكونسلتيشن

- Listening
- Believing in client
- Recognize your own limitations.
- Patience
- Non-judgemental
- Stay focused
- Knowledgeable.

Scenario Skipped

A 45-year-old lady attends the clinic regarding her symptoms of anxiety due to difficulties in her relationship with her co-workers at a school. Her examination is normal, and the doctor has decided that there is no need for any investigation

Which one of the following approaches by a counselor would make counseling for this patient more effective?

- A. Empathy during consultation*
- B. Giving instructions how to deal with others*
- C. Humor (being funny) on directing questions*
- D. Teaching her to stand up for her rights*

6 Micro skills of counsellor عليها 5 درجات بالاوسكي

1. Listen Actively

- Accept the clients as they are. هذا وقت المريض احيانا يكون منتظر هذا الموعد من أشهر ويبي يقول مشاكله لازم نسمعه
- Listen to what your client says and how they say it. Notice the tone of the voice, facial expression and gesture.
- Keep **silent** sometimes. Give your client to think, ask question.
- Sit comfortably.
- **Look directly into the client** when they speak, not on your papers and windows.
- Ensure that you are continually involved in the conversation by either “nodding head, saying then or oh” هذي مرة مهمة حتى لو ماكنتي تناظري المريض بيحس انك معه
- According to communication expert:- هذي ستيدي حقيقية على مستوى حياتنا ككل
 - 10 % of our communication represented by words.
 - 30 % are represented by sounds we make (by minimum verbal) من جد؟؟ بالله كذا
 - 60 % are represented by body language (eg- eye contact, body posture etc.) سوا؟ يا الله!!

هذي عليها درجة في الأوسكي، يعني لما تجي الاس بي تقول لك معلومة أو تسالك شيء جاوبها وخذي منها المعلومة مثلا (ابوي مات بسبب مشكلة بالقلب) (هل أخذ ادوية؟) هنا هي تساعدك الاس بي فلامر تسمعي لها

2. Questioning

- Ask the question to understand clearly the client problem or worries to help the client go deeper into his/her own awareness or insight.
- Question- centered around the concerns of client and **open ended**. كيف حالك يا عم؟ فيه شيء. مقلقك؟ تشنكي من شيء؟ مب بس تقولي عندك كحة، حرارة كأنك بعسكرية. مثلا مريضة عندها أكني فتقومي تسألها عن أعراض القابني كلها، لكن بعدين تسألها عن وش مقلقها وتقوم تقول لك والله ماش نفسيتي تعبانة وتدخل في موضوع ان المريضة مكتتبه وأفكار انتحارية.. إلخ
- At the time of asking question: Remember
 - Ask one question at a time.
 - Look at one person لو وحدة كبيرة بالسن وجاية مع شغالتها ولدها لا تسألهم وتتجاهلها، وجهي أسنلتك لها هي واسمعي منها. ولو قعدوا يقاطعوك قولي معلش بس أخلص من الوالدة وأرجع لك
 - Be brief and clear
- Ask question that serve for purpose
- Use question that enables clients to talk about their feelings and behaviors.
- Use question to explore and understand issues and not to collect juicy material for gossip.
- Don't ask: Irreverent question, Too many questions at one time .

3. Using silence

- مرررة مرررة مهم، أحيانا أنت تسألني بدون توقف بعدين توقفي وتطالعي بالمريضة أو تبدي تسوي روكيومنتيشن، هذي اللحظة اللي سكتي فيها هي لحظة انتقالية تخلي المرض يراجع نفسه واللي بخاطره يقوله، ويعترف بأشياء
- Give time to the client to think about what to say next.
 - Provide space to experience feeling.
 - Allows client to proceed at their own pace.
 - Give the client freedom to choose whether or not to continue.

4. Non-verbal behavior

عليها **درجتين** بالأوسكي، لا تنفسي على المريض، تجلسي مقابلة للمريض بمنحنية تجاهه عشان تبدي اهتمامك،

- It is not what you say but how you say is important.
- Majority –non verbal
- Person body language is not similar to what they are saying, it results in verbal confusion/mis-interpretation.
- Effective counsellor-sensitive to nonverbal communication .
- Examples :-gestures, facial expression, posture, eye contact, tapping fingers, change in voice pitch and fluency of voice.

5. Accurate Empathy

مرررة مهم تعرفي الفرق بين السمبثي والامبثي/ امبثي: تحطي نفسك مكان المريض مب بس تفهميه.

- Empathy means- recognition and understanding of clients thoughts and emotions.
- It is characterized by ability to put oneself into another's shoes i.e experience the view point of another within oneself.

6. Paraphrasing

قولي الكلمة الأولى للمريضة وإذا ما فهم المريض أعيدي الصياغة، أو بنهاية الموعد ارجعي تكلمي ولخصي الكلام.

- Counsellor repeat in his/her own words what client has said to show understanding.
- Say in few words so that it can give summary of client's word.

Stages of Counselling GATHER

أهم جزء بمحاضرتنا هي اللي تجي بالإمتحان

G **Greet** client in a friendly, helpful, and respectful manner.

السلام عليكم معك فلانه، أنا شايفة انك مدخنة واحنا اليوم نبغا نتكلم عن التدخين

- Welcome and register client.
- Prepare chart/record.
- Determine purpose of visit.
- Give clients full attention.
- Assure the client that all information discussed will be confidential.
- Talk in a private place if possible.

A **Ask** client about needs, concerns, and previous use.

- مثلا واحد سموكر بتاخذي منه هستري: (/ since when/ are you ready to stope/ years/ triggers/ pack/ How many)
ثقوا يا بنات مراح أجيب لكم ستيشن كاونسلتق ما أخذتوها، لأنني أبي يكون عندكم علم وتعرفوا وش تسألوا بالضبط بالهستري
second hand/ do you smoke when you wake up?
تقوا يا بنات مراح أجيب لكم ستيشن كاونسلتق ما أخذتوها، لأنني أبي يكون عندكم علم وتعرفوا وش تسألوا بالضبط بالهستري
- Ask client about her/his needs

	<ul style="list-style-type: none"> Write down the client's: age, marital status, number of previous pregnancies and births, number of living children, basic medical history, previous use of family planning methods, history and risk for STDs. Assess what the client knows about family planning methods. Ask the client if there is a method s/he is interested in. Discuss any client concerns about risks vs. benefits of modern methods (dispel rumors and misconceptions).
T	<p>Tell client about different options and methods. عطيه كل الخيارات وركزي على اللي ينفع له لكن عطيه الإختيار خصوصاً لو انه كان مجرب ميثود معينه وسببت له إزعاج ويبي شيئ غيرها.. إلخ</p> <ul style="list-style-type: none"> Tell the client about the available methods . Focus on methods that most interest the client, but briefly mention other available methods . Describe how each method works, the advantages, benefits, possible side effects, and disadvantages . Answer client concerns and questions
H	<p>Help client to make decision about choice of method s/he prefers. هنا خليه يختار</p> <ul style="list-style-type: none"> Help the client to choose a method . Repeat information if necessary . Explain any procedures or lab tests to be performed.
E	<p>Explain to client how to use the method. بالتفصيل الممل اشرح الميثود اللي اختارها</p> <ul style="list-style-type: none"> Explain how to use the method (how, when, where) . Explain to the client how and when s/he can/should get resupplies of the method, if necessary .
R	<p>Return: Schedule and carry out return visit and follow-up of client في أي ستيشن في الإختبار عطى فولو أب او ريفيرال لأن عليها درجتين!!!!</p> <ul style="list-style-type: none"> At the follow-up or return visit ask the client if s/he is still using the method . If the answer is yes, ask her/him if s/he is experiencing any problems or side effects and answer her/his questions, solve any problems, if possible . If the answer is no, ask why s/he stopped using the method and counsel her/him to see if s/he would like to try another method or re-try the same method again . Make sure s/he is using the method correctly (ask her/him how s/he is using it).

Counselling and health education

	Counselling	Health education
1.	Confidential	Not confidential
2.	One to one process or a small group.	For a group of people
3.	Focused, specific and goal directed	Generalized

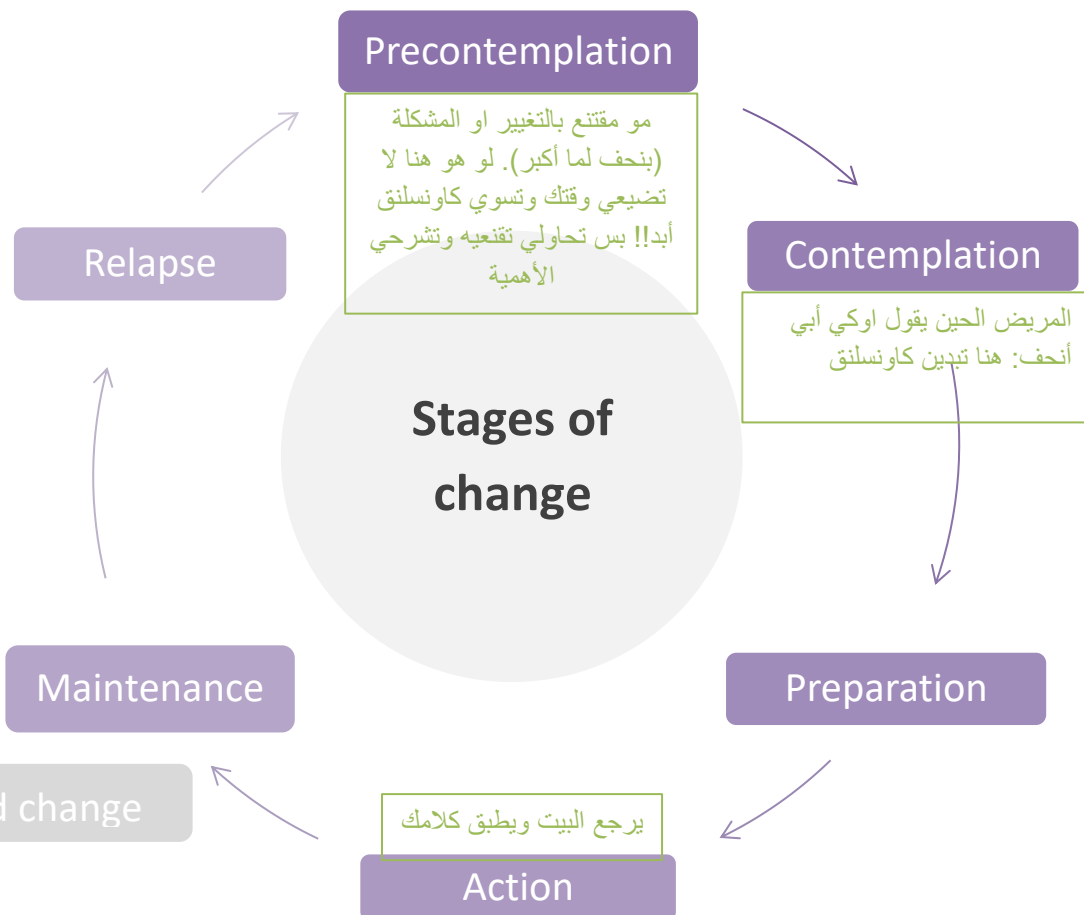
4.	Facilitates change in attitude and motivates behavior change	Information is provided to increase the knowledge
5.	Problem oriented	Content oriented
6.	Based on needs of client	Based on public health needs.

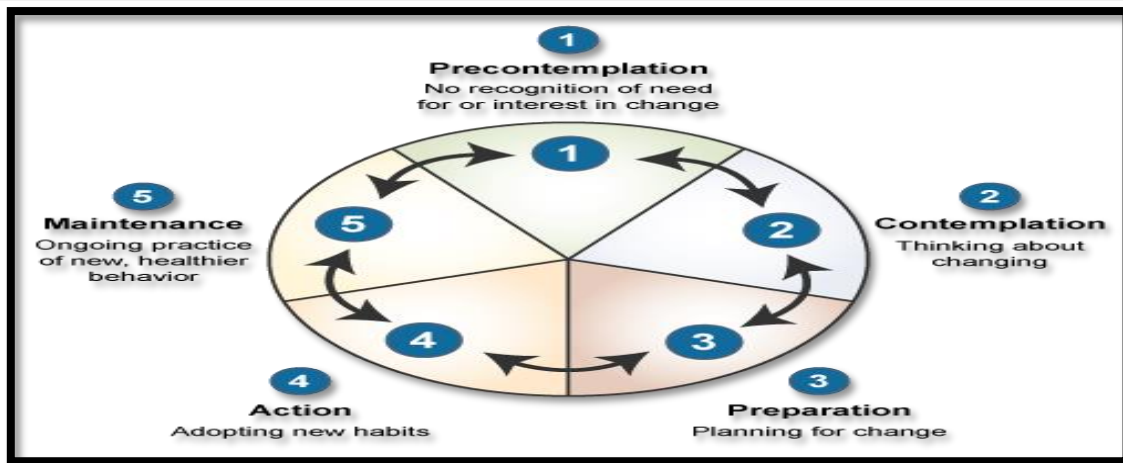
Barriers to Counseling in Clinical Practice

- Personal Barriers **gender, language**
- Lack of training: undergraduate/postgraduate
- Undervaluing importance of communication
- Focus only on treating diseases
- Personal Limitations **skills, knowledge**
- Organizational Barriers **مب موجود بالصيدلية**
- Lack of time
- Pressure of work
- Interruptions

Cycle of changes **هذي مرة مهمة**

مثال: ولد صغير بالعمر يعاني من السمنة وفاتي لفر وأمه جابته عندك عشان هالمشكلة. طبعاً أنت تشوفي المريض في أي مرحلة من هذي السايكل





Conclusion

- Counselling is a process and not merely a technique through which clients are helped to modify their behavior and cope with their status effectively.
- Counselling is not
- Telling or directing
- Giving advice
- A casual concern
- A confession
- Praying

G reet
A sk
T ell
H elp
E xplain
R eturn

Sequence
of steps

C lient-centered
L istening
I nteraction
E xploration
N onjudgmental
T rust

Key elements
in counseling

Video recommended by the doctor: <https://www.youtube.com/watch?v=Twlow2pXsv0>

QUESTIONS

QUESTIONS (1)

- Which of the following can only be done with a specialized provider?

A) Guidance

B) Counselling

C) Psychotherapy

QUESTIONS (2)

- Which of the following approaches makes a distinction between life events and the response to them?

A) Humanistic

B) Behavioral

C) Psychodynamic

QUESTIONS (3)

- Which of the following styles of counselling is counselor centered?

A) Directive

B) Non-directive

C) Eclectic (selective)

QUESTIONS (4)

- TRUE OR FALSE, a counselor should always refrain from judgement?

A) TRUE

B) FALSE

ANSWERS

C, A, A, B