

# REFLECTIVE WORKBOOK

## Can You Make a Difference in 18 Seconds?

The Science Behind Effectively Communicating with your Patients

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### PROGRAM DESCRIPTION

The Science Behind Effectively Communicating with your Patients was designed by rheumatologists and experts in communication science to help increase practice efficiencies through time-saving techniques that improve the quality and effectiveness of patient interactions... without taking more time.

Patient-physician communication is a fundamental part of clinical practice. An understanding of your patient's experiences and perspectives, combined with an intention to help, can improve the quality of an office visit.

Good communication is about establishing and building empathy with the patient and setting an agenda for the visit. Collaboration is essential to ensure patient's goals are achieved. Physicians should consider initiating more detailed discussions with their patients about expectations and treatment approaches.

### Symposium Learning Objectives:

**This program was designed to optimize your clinical skills by:**

- Helping you understand key communication techniques (including body language, agenda setting, and managing expectations) that will save time and enhance patient interactions
- Examining the importance of, and how to enhance, shared decision making, empathy and trust, practice efficiency and medication adherence

## Practice Efficiency

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### TOPICS COVERED:

» Use of metaphor/story

» Agenda setting

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How do you currently work to be more efficient in the use of your time with patients? Upon reflection, how could you improve how you do this?

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How do you currently organize and connect all the information that you need to communicate to your patients within a limited time? Upon reflection, how could you improve how you do this?

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Do you currently use metaphors or tell narratives to organize information for your patients? If yes, what metaphors do you currently use? If no, what metaphors do you think could be helpful?

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What does setting a visit agenda accomplish?

- Prioritizes patient concerns
- Organizes and guides dialogue
- Shortens the visit time
- Helps identify the patient type (evasive, aggressive, etc.)

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In your practice, how do you/could you establish a visit agenda that both you and your patients agree with and commit to?

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How do you check and validate that your patient has understood and remembers the information you share?

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Following this program, how do you plan to improve your patient's understanding of their disease and treatment?

- Use common language
  - Use metaphors or analogies
  - Only answer patient questions
  - Refer them to a pamphlet or website
  - Provide them with all the information up front and then ask if they have any questions
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Which of the following can compromise the effectiveness of patient education? (Check all that apply)

- Using medical terminology
  - Not pausing to listen fully to the patient
  - Not asking open-ended questions to surface additional questions and/or misunderstandings
  - Not verifying that the patient has understood the information
  - Not showing appropriate consideration for the concerns voiced by the patient
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Which of the techniques are you looking forward to trying/do you think will be highly useful in your practice?

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Steps to follow to obtain your Section 2 Self Learning Credits:

1. Complete the self-reflection workbook
  2. Log in to **MAINPORT** or use **MAINPORT app**
  3. Choose Section 2: Personal Learning - document your PLP (personal learning project) and the question(s) you pursued attending this symposium
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