

Keep Calm and Communicate On: Using Intentional Behaviors to Make Every Bedside Encounter a Success

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The presenters of this workshop have no relevant financial relationships to disclose



Objectives

- Analyze the patient and physician interaction utilizing the uncertainty reduction theory as a basis for improving communication
- Practice relationship-centered empathy skills to enrich patient encounters.
- Discuss participants' barriers to effective communication in their own practices and identify 2-3 concrete intentional behaviors that can be utilized to improve the patient experience



Think/Pair/Share

- Describe a difficult situation with a family
 - What made the situation difficult?
 - What were the communication successes/failures?
 - How did the encounter make you feel?



A Parent's Perspective



Uncertainty Theory



Uncertainty Theory



Seven Axioms



Verbal
communication



Non-verbal affiliative
expressiveness/*warmth*



Information
seeking



Intimacy level of
communication content



Reciprocity



Similarity



Liking

Berger, C. R., & Calabrese, R. J. (1975). Some explorations in initial interaction and beyond: Toward a developmental theory of interpersonal communication. *Human communication research*, 1(2), 99-112.

Why reduce uncertainty?



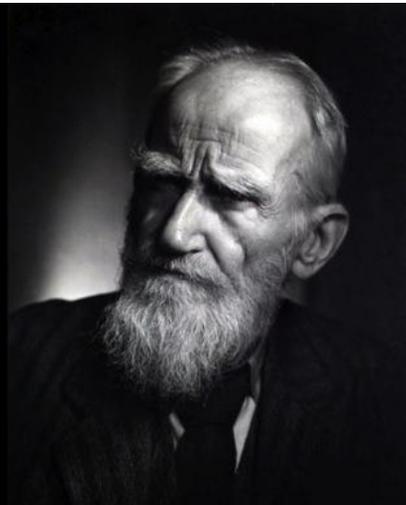
Put it into Practice



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THE SINGLE BIGGEST
PROBLEM
IN COMMUNICATION
IS THE ILLUSION THAT IT
HAS TAKEN PLACE.

- GEORGE BERNARD SHAW



Techniques to Facilitate Communication



- Empathy
- Reflection
- Clarification
- Mirroring
- Summarizing
- Silence

Reflect & Respond with Empathy: PEARLS[®] statements



Partnership: Let's work together on this.

Emotion: I imagine how frustrating this is for you.

Apology: I'm sorry to hear how difficult this is.

Respect: I give you a lot of credit for getting through this as you have.

Legitimization: Most people in your position would feel this same way.

Support: I'm going to stick with you through this.

AACH, Marvel et al, JAMA 1999; Langewitz et al, BMJ 2002



Reflect & Respond with Empathy *Convey empathy nonverbally*

Use:

- Pause
- Touch
- Facial expression
- Tone of voice
- Space



Explore the Patient's/Family's perspective



"People often have ideas of what might be causing their symptoms. What do you think might be causing your/your child's pain?"



"What are you most concerned about?"



"What are you hoping to get out of today's encounter?"

Stewart et al, 1995; Tate, 2005; Kleinman and Benson, 2006



Maya Angelou

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Role Play



What makes this so hard?



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Thank You!

