

Therapeutic Relationships



Today's Discussion



- Models of the physician-patient relationship
- Conflict
- Patient contributions to the consultation
- Increasing patient recall
- Verbal communication - consequences of poor communication
- Treatment compliance

Physician-Patient Relationship



- Active-passive
- Guidance cooperative
- Mutual participation

Physician-Patient Relationship



- Active-passive
 - The physician is active and the patient is passive
 - The physician makes the decisions about treatment
 - The patient is unable to participate in care (unable to make decisions regarding personal welfare)
- In what situation would this model be used?

Physician-Patient Relationship



- Guidance cooperative
 - The physician knows best
 - Physician assumes most of the responsibility for the medical encounter – diagnosis and treatment
 - The patient's role is to answer the Dr.'s questions and to follow his/her directives
- How does this differ from the active-passive relationship?

Physician-Patient Relationship



- Mutual participation
 - The consultation is a negotiation – joint decision making (about every aspect of care)
 - Shared responsibility – mutual input
 - Although patients acknowledge the doctors' skills and knowledge, they retain the right to decide on their treatment
 - Involves shared power, responsibility, and problem solving

Physician-Patient Relationship



- The character of the physician-patient relationship depends upon:
 - Nature of the patient's condition
 - Theoretical approach and personality of the doctor
 - Beliefs and expectations of the patient

Physician-Patient Relationship



- The _____ physician-patient relationship has been shown to produce the most positive patient outcomes (e.g., health, satisfaction, compliance, cost)

(DiMatteo & Martin, 2002)

Physician-Patient Relationship



- Patients behave somewhere on a continuum between passive and active
- Patient behavior varies depending upon:
 - The situation
 - His/her thoughts
 - Feelings
 - Goals
 - Past experiences

Conflict



- What if conflict occurs in the physician-patient relationship?
 - Conflict between a chiropractor and a patient may occur due to:
 - How does conflict affect the relationship?
 - Should it be avoided?

Conflict



- Expect occasional conflict in the therapeutic relationship
- May arise due to differences in perspective between the patient and the physician
- A physician can choose to view disagreements as something to be avoided and a sign of failure; however, **disagreements can also be seen as evidence of true collaboration and progress**
(DiMatteo & Martin, 2002)

Conflict



- To reduce conflict, a physician may attempt to **foster empathy** during conflict
 1. Accurately recognize own emotions
 2. Self reflect on negative emotions
 3. Pay attention to patients' emotional messages
 4. Attend to nonverbal communication
 5. Be receptive to negative feedback(Halpern, 2007)

Patient Contributions



- Patient contributions to the consultation are divided into two types
 - Type 1 contributions:
 - Comments or questions that could, in principle, have been prepared before the consultation
 - Prior to the consultation, many people rehearse their symptoms internally and may have discussed them with others

Patient Contributions



- Failure to make Type 1 contributions could arise due to:
 - Patients have no further information to contribute
 - They are unable to speak about it – because they do not know the words or because they are too anxious

Patient Contributions



- Type 2 contributions:
 - Consist of questions that arise from the information given by the physician
 - Patient is seeking further information
 - Patient is confirming instructions or advice

What Will The Patient Remember?



- After a consultation with a patient, you give specific treatment instructions. What percentage of the instructions will the patient remember correctly?
- What factors contribute to poor recall of information?

What Will The Patient Remember?



- Ley and Spelman (1965)
 - 47 patients were interviewed after a consultation
 - Only 63% of statements were recalled accurately
 - Only 44% of instructions were reported accurately
- To follow treatment recommendations, the patient has to remember the recommendations – how will you promote pt. recall?

Increase Patient Recall



- Recall promoting behaviors
 - Patient takes notes
 - Physician request that the patient verbally recall treatment instructions
 - Physician summary
 - Repetition
 - Technical term avoidance
 - Written information provided by physician
 - Assessment of patient understanding
 - Physician provides rationale for treatment
- (Siberman, Tentler, Ramgopal, Epstein, 2008)

Increase Patient Recall



- Decrease patient anxiety
 - People might be anxious, feel it is inappropriate to ask questions, or are worried about taking up a busy doctor's time
 - How can a chiropractor decrease patient anxiety?

Verbal Communication



- How should a Chiropractor speak to her/his patients?
- How much detail should be given?
- Should technical jargon be used?

Verbal Communication



- Doctors find it relatively easy to remember and recall chiropractic or medical terms
- These same terms may be new and incomprehensible to the patient
- Health professionals are highly trained and educated and there may be a danger that they do not attend to the vocabulary of their patient
- Listening to the patient's own account can reveal a richness and color often missing in textbooks

Verbal Communication



- Health practitioners failing to listen is a common complaint of patients
- Patients offer a unique and valuable perspective
- Listening attentively to the patient contributes to better assessment and diagnosis, respect, and mutual participation
- "...words do not mean anything. Meaning is in people, not words."

(Eisenberg, 1992)

Verbal Communication



- The use of jargon is mostly done unintentionally and some specialized vocabulary is necessary at times
- When specialized vocabulary is used remember to explain in simple terms what the words mean (**A,V,K**)

(Eisenberg, 1992)
- However, oversimplifying things or speaking to the patient in baby terms can cause problems as well

Verbal Communication



- Even if information is given at the appropriate time and at the appropriate level, there may still be differences in how much is understood and remembered

Consequences of Communication Problems



- Confusion
- Dissatisfaction
- Decreased comprehension
- Decreased recall
- Increased anxiety
- Increased cost
- Poor treatment outcomes
- Noncompliance

(DiMatteo & Martin, 2002)

Treatment Compliance



- Patients behave in many different ways after a consultation with a health professional
 - Some follow the doctor's instructions to the letter
 - Some follow some of them for some of the time
 - Some will apparently ignore instructions all together
 - Some patients may never return and drop out of treatment after the first consultation

Treatment Compliance



- Compliance is the extent to which a person's behavior coincides with health care advice
- If a carefully thought out treatment program or professional advice is not followed, health professionals may become despairing and disillusioned with the patient
- Patients meanwhile may complain that they have been given inadequate information or advice, that it was presented insensitively and unintelligibly, and the doctor did not listen to them

Treatment Compliance



- If patients are dissatisfied with the interaction, they are less likely to comply with the treatment or advice
- It is very discouraging to health professionals when patients do not comply
- But, you can't win them all!!!
- Don't set yourself up for failure by expecting that 100% of your patients will comply 100% of the time

Treatment Compliance



- How to increase compliance:
 - Decrease patient anxiety by providing clear and concrete information about treatment and procedures
 - Be knowledgeable of and engage in recall promoting behaviors
 - Facilitate and assess patient understanding
 - Remember the importance of mutual expectations and beliefs
 - Encourage patient to use social support

Treatment Compliance



- Increasing compliance (continued)
 - Limit the amount of information presented at one time and educate the patient on the information that is provided
 - Efficient communication
 - Patients tend to remember best the information told to them first
 - Patients remember more when they know their doctors well
 - Writing information down only helps when the patient first understands the information

(DiMatteo & Martin, 2002)

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