

## Handouts Dr. Wild Communication Workshop

### Self-Assessment of physician communication

Thinking back to your practice in the last 4 weeks, please reflect on these evidence-based communication behaviors. How often do you use them?

Behavior	Almost Never	Some-times	Usually	Often	Almost Always
Orient patients to the flow of the encounter					
Introduce yourself and your role					
Sit down to be at patient's level					
Elicit patients' concerns/wishes for the visit?					
Ask „what else“ when eliciting concerns?					
Use at least 3 open-ended questions/per encounter					
Elicit and respond to emotions					
Express support and a willingness to help					
Explore the patient's understanding of the problem					
Ask what the patient would like to have happen					
Motivate and encourage a positive approach					
Give specifics when recommending a behavior change					
Link treatment to patient's needs and level of understanding					
Advise clearly, but acknowledge patient's choice					
Assess patient's understanding of options/plan					



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**Scoring: 1 Point for each behavior where you have checked „often“ or „almost always“**

**Assessment:**

10-15 points    Congratulations! You clearly know what behaviors contribute to an empathetic relationship and use them routinely. Please check with your colleagues /learners/patients if they also perceive you in this way. If yes – please keep up the good work!

5-9 points      You are already using many good behaviors, but there may be room for improvement. Select 1-2 behaviors and make an effort to try them out in your daily work.

0-4 points      Thank you for your honesty. Consider selecting behaviors and making a conscious effort to adopt them in your daily work.

Based on: Smith RC 2010 J Gen Intern Med 26(2):185–91, Calgary-Cambridge Observation Assessment; Jocelyn White, Wendy Levinson, Debra Roter, JGIM, 1994; Barrier et al. Mayo Clin Proc 2003;78:211-214



# Responding to emotions

NURSE

Acronym	Example	Your case
<b>Name</b>		
<b>Understanding</b>		
<b>Respekt</b>		
<b>Support</b>		
<b>Explore</b>		



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## Delivering bad news

### SPIKES

Acronym	Example	Your case
Set up the interview		
Patient information		
Find out what the patient wants to know (invitation)		
Deliver new knowledge (warning shot!)		
Respond to emotions		
Summarize and Plan		



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## Shared decision making

Task	Example	Your example
Choice talk		
Option talk		
Decision talk		
Use open questions		
Identify core values		
Support patients' emotions		
Welcome questions		
Reduce responsibility for decision making		



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## Communicating clearly

Choose one complex diagnosis, procedure or therapy that you often have to explain. Choose one task (teach back, sequencing, avoiding jargon, using metaphors) to practice

First attempt:

Feedback

Second attempt

Feedback



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## Obtaining feedback

Which source of feedback do you want to explore?

How will you go about getting this feedback?

By when can you obtain 3 instances of feedback?

How will you incorporate this into daily life?



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## **Letter to self**

**Reflect on what you have learned in this workshop, and how you would like for it to influence your daily practice in the next 6 weeks. Which key insight, habit, or technique do you want to incorporate and why?**

**Write yourself a letter outlining this key insight, habit, or technique. Write down why you think it is important for you to gain this habit. Then, enclose the letter in an envelope and address it to yourself. I will put the letter in the mail in about 4 weeks.**

**Good luck and many thanks for participating!**

**Dorothea Wild**



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