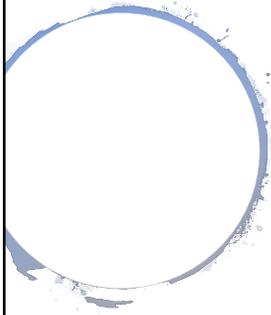**Effective Communication Strategies to Make the Most of Each Patient Encounter**

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Division of General Internal Medicine

The First Minute…

Overview
Relationship-Centered Communication Skills

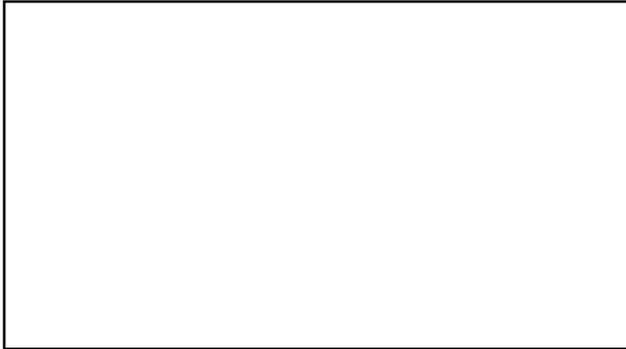| Skill Set 1	Skill Set 2			Skill Set 3
Create Rapport and Set Agenda	Relationship-Centered History-Building Skills	Clinician-Directed History-Building Skills	Physical Exam	Educate, Counsel, & Plan

Modified from Fortin AH 6th, et al. *Smith's Patient Centered Interviewing*. 3rd ed. New York, McGraw Hill, 2012

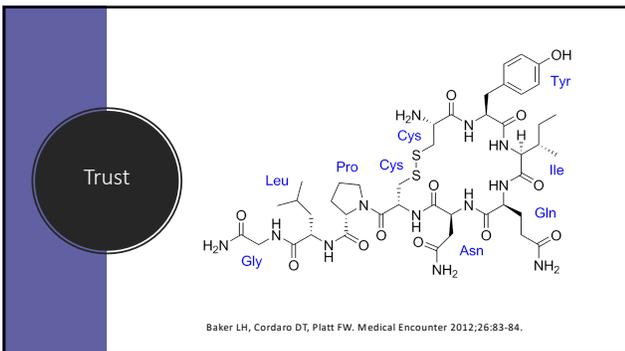Overview of Skill Set 1:
Beginning the Encounter

_____

• Create rapport quickly
• Elicit LIST of ALL concerns
• Negotiate agenda

Create Rapport Quickly

- Welcoming statement: *"I'm glad to meet you . . ."*
- Introduce yourself to everyone and explain your role
- Acknowledge wait time: *"I appreciate your patience…"*
- Attend to comfort and distractions: Sit down if possible
- Make a brief personal connection: *small talk before big talk*

Trust

Tyr
Cys
Cys
Leu
Pro
Ile
Gly
Asn
Gln
H_2N
NH_2

Baker LH, Cordaro DT, Platt FW. Medical Encounter 2012;26:83-84.

ACTIVITY: Creating Rapport

- INSTRUCTIONS
  - Find a partner
  - Each person has 1 minute to respond to the prompt below
  - I will notify you when to start and when to switch

Talk about a movie, TV show, book, or other media that you really enjoy and why

Minimize Communication Barriers

_____

- Recognize language and/or culture
- Adjust for hearing impairments
- Introduce computer (if using) as "3rd person" in room
- Recognize emotion & stop typing

Elicit List of ALL Items— BEFORE Delving into Any One Issue

Three evidence-based reasons:

1. How many items does the average patient bring?
2. People do not always state their "chief concern" first
3. Doing this up front makes you more efficient

Rey-Bellet S, et al, Health Communication. 2017; Frankel RM, et al, Psychiatr Rehabil J., 2013; Dang BN, et al., BMC Medical Education, 2017; Sobczak K, et al., Health Communication, 2017; Langewitz W, et al., BMJ, 2002; Marvel MK, et al., JAMA, 1999

Elicit List of ALL Items

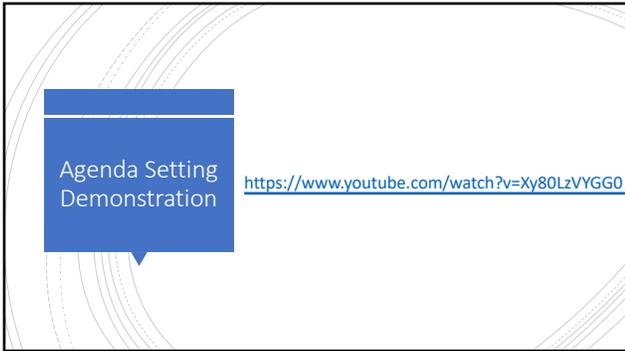- Obtain a list of all issues (symptoms, concerns, expectations, requests) the patient wants to discuss.

Let's start by getting a list of what you would like talk about today.

- Acknowledge each item and ask **"What else?"** until no further concerns BEFORE delving further into HPI.

Negotiate the Agenda

- Summarize the list of the patient's items
- Add the clinician's list
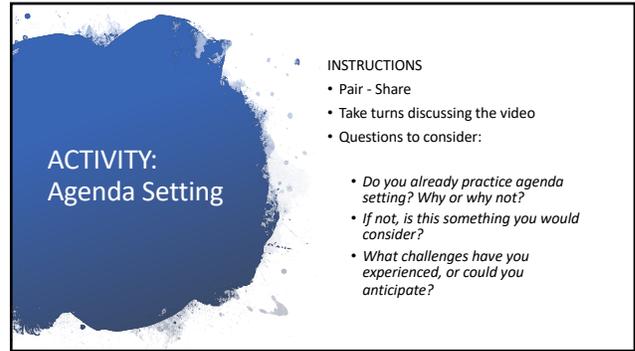- Negotiate what to address now if too many agenda items to cover fully in time allotted

Agenda Setting Demonstration

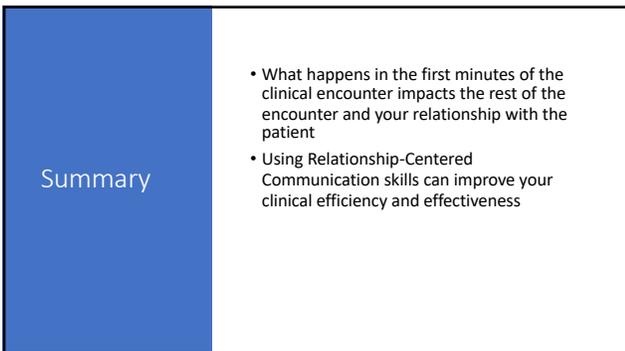https://www.youtube.com/watch?v=Xy80LzVYGG0

ACTIVITY:
Agenda Setting

INSTRUCTIONS
• Pair - Share
• Take turns discussing the video
• Questions to consider:

- *Do you already practice agenda setting? Why or why not?*
- *If not, is this something you would consider?*
- *What challenges have you experienced, or could you anticipate?*

Summary

• What happens in the first minutes of the clinical encounter impacts the rest of the encounter and your relationship with the patient

• Using Relationship-Centered Communication skills can improve your clinical efficiency and effectiveness