Effective Communication Strategies to Make the Most of Each Patient Encounter
Mary Ann Gilligan, MD, MPH
Professor of Medicine
Division of General Internal Medicine

The First Minute...

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

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


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 to 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=Xy80LvYGGG0

**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?

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**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