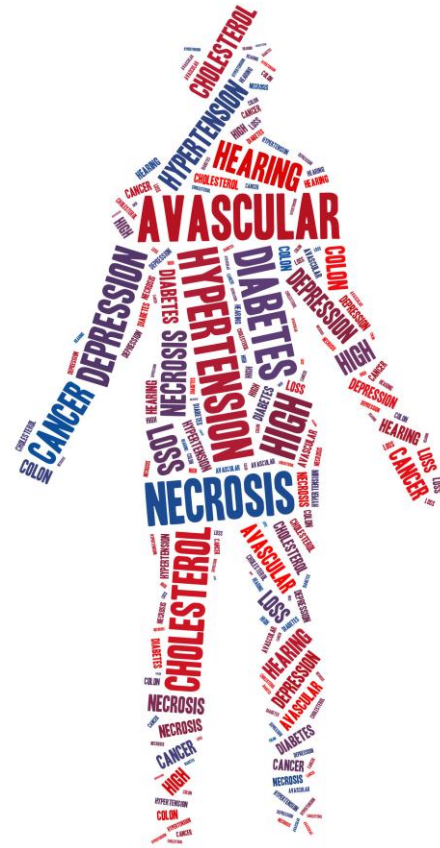


**Practical Practice:
Patients and Providers
Partnering to Build
Communication Skills Essential for
Patient- and Family-Centric Care**

Samer Assaf, MD
Sharp Rees-Stealy Medical Group

Ross Adams, MS, CCC-SLP
Patient Partner

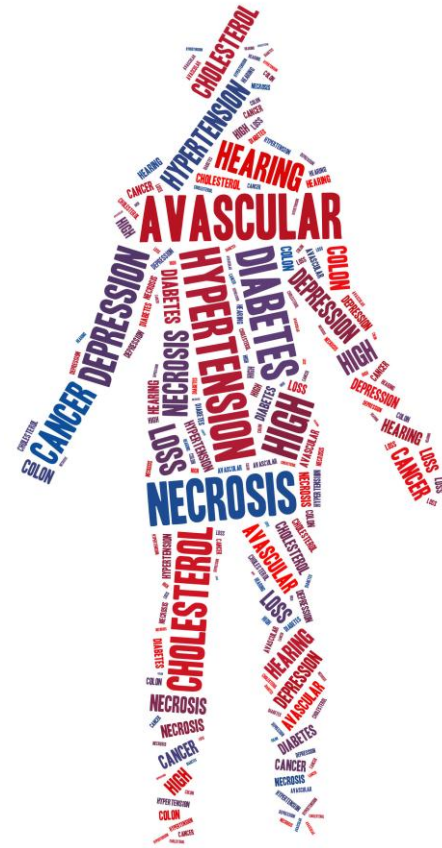
- Hypertension
- Avascular necrosis
- Diabetes
- High cholesterol
- Depression
- Colon cancer
- Hearing loss



Where I was when
I walked in the door
the first time at
Sharp Rees-Stealy...



- Listen to me
- Inform me
- Support me
- Help me help myself





SHARP

Experience

What We Had Accomplished

- Patient satisfaction increased from 12th to 90th percentile
- One of California's top medical groups in clinical quality and the patient experience
- 3-time AMGA Acclaim Award honoree
- 2007 Malcolm Baldrige National Quality Award

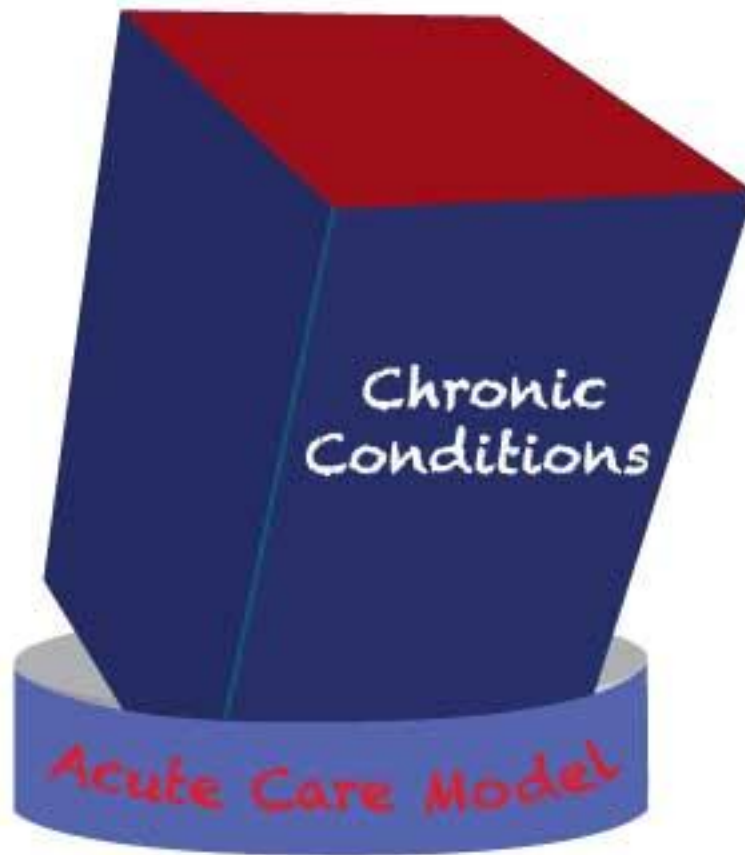


Mission: Take the to the Next Level Experience

- Improve patient management of their own conditions
- Provide patients with knowledge, tools, skills, support, confidence, and resources to take ownership of their care

Transformation of Mindset: Cultural Change

- Acute care model:
What can I do to the patient now
to make them better?
- Chronic care approach:
How can I help patients help themselves?





Team Up

SHARP Rees-Stealy
Medical Group

for Health

SHARP Rees-Stealy
Medical Group



partnering with patients



Healthier
Living



211



Weight
Watchers

Core Components of Team Up for Health





Original Assumptions on Communication

- I am doing just fine
- You either have it or you don't
- There is no evidence that supports teaching communication
- I had my training in medical school
- There is no time in my busy practice
- There are no proven benefits

Proven Benefits

- Improve
 - Health outcomes for patients
 - Therapeutic relationship
 - Information obtained during a visit
 - Satisfaction for both patient and doctor
- Decrease malpractice



Invest in In-House Trainers

- Institute for Healthcare Communication (IHC)
- 4-day train-the-trainer session
- “Choices and Changes” curriculum
- Certification visit
- Booster training session and conference calls for trainers

Sharp Rees-Stealy Communication Training

- Focus on primary care
- Train physicians, clinical and front office staff together with patient participation
- Two 2 hour sessions, 2 weeks apart
- 15-20 participants with 4 or 5 patients

Session One Content

- Communication is the foundation of relationship
- Relationship fosters effective engagement and partnership with patients and each other
- Introduce and practice core communication skills



Three Core Communication Skills

- Open-ended Query
- Active and Reflective Listening
- Empathy

Session One Exercise: Exploring a Hobby

- Groups of 3 or 4 and a coach
- Interviewer uses skills to explore the interviewee's hobby or interest
- Call “time out” if help needed

Session One Exercise: Role Play

- Groups of 3 or 4 and a coach
- Pre-scripted patient scenarios
- Patients play the patient
- Call “time out” if help needed

1. "I need to see my doctor. I don't care that I am late."

You are Mrs. Smith, a 52 year old female who comes in for her appointment at the front desk 25 minutes late and you are frustrated and exhausted. You need to see your doctor to discuss help with stress and anxiety around taking care of your 80 year old mother. You are the primary care giver and your mother lives with you. You also have two teenage boys at home and a full time job. You have little help caring for your mother. Your mother fell at home last night and you took her late last night to the hospital and she was admitted with a fractured hip. You are late today because you had to swing by the hospital to check on your mother and you had a lengthy discussion with her doctor that made you run behind. You feel anxious, exhausted and frustrated, and you need to see your doctor today.

2. "I give up. There is no use taking my medications"

You are Mr. Jones, 45 year old Male with diabetes now for 10 years and you decided to quit taking your medication 2 weeks ago because you were tired of taking "all those pills." You are overwhelmed with work and you are supporting a family of four. You are tired of checking your glucose so you stopped that as well. You are convinced that regardless of what you do you are probably going to die of a heart attack at 50, just as your Dad who had diabetes did. You are now embarrassed to tell your doctor that you stopped your medication and stopped checking your glucose. You are overwhelmed with your diabetes and you feel defeated and overwhelmed.

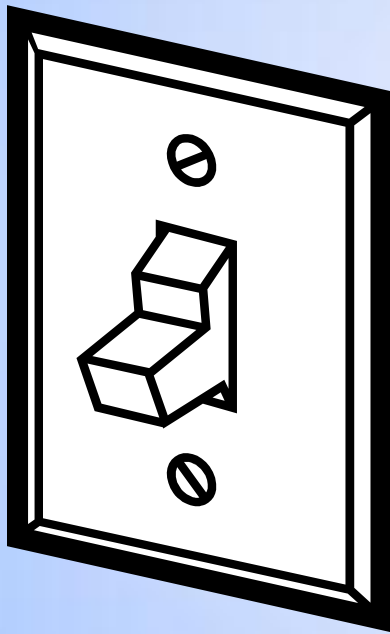
3. "This pain is just too much. I just don't know what to do with myself anymore."

You are Mrs. Phillips a 65 year old female who has been suffering with increasing right hip pain from arthritis for the last 2 years and you are now having pain just moving around the house. You are depending on your husband to get stuff done around the house, and you feel that you are losing your independence. You did not anticipate your retirement last year was going to be consumed with pain. You have been taking pain medications, vicodin, four times a day, and you are reluctant to take any more as it causes fatigue and nausea. You have been more socially isolated and stopped playing bridge and you can't take your daily walks that you used to enjoy. You have even stopped calling your close friends. You have gained 30 lbs over the last 2 years because of the inactivity and this is very frustrating for you. You can't have surgery for another 4 months, until your husband can take time off work to help take care of you.

Session Two Content

- Focus on relationship as the foundation for promoting change
- Practice tools for promoting change
 - Assess readiness to change
 - Assess motivation
 - Tailor discussion to person's readiness to change and motivation

Traditional



Stages of Change

VS



Session Two Group Discussion

How can we get her to quit?



Session Two Group Exercise

- Group interview practice with open-ended patient scenario
- Patients play “the patient”
- Call “time-out” if help needed
- 30 minutes

Fasting BG over 250...
HbA1C over 10...
this patient needs to be
on insulin now.



Team Up for Health



TUFH is **empowering** and **supporting** patients with chronic diseases by providing them with the knowledge, skills, and resources to better manage their health needs.

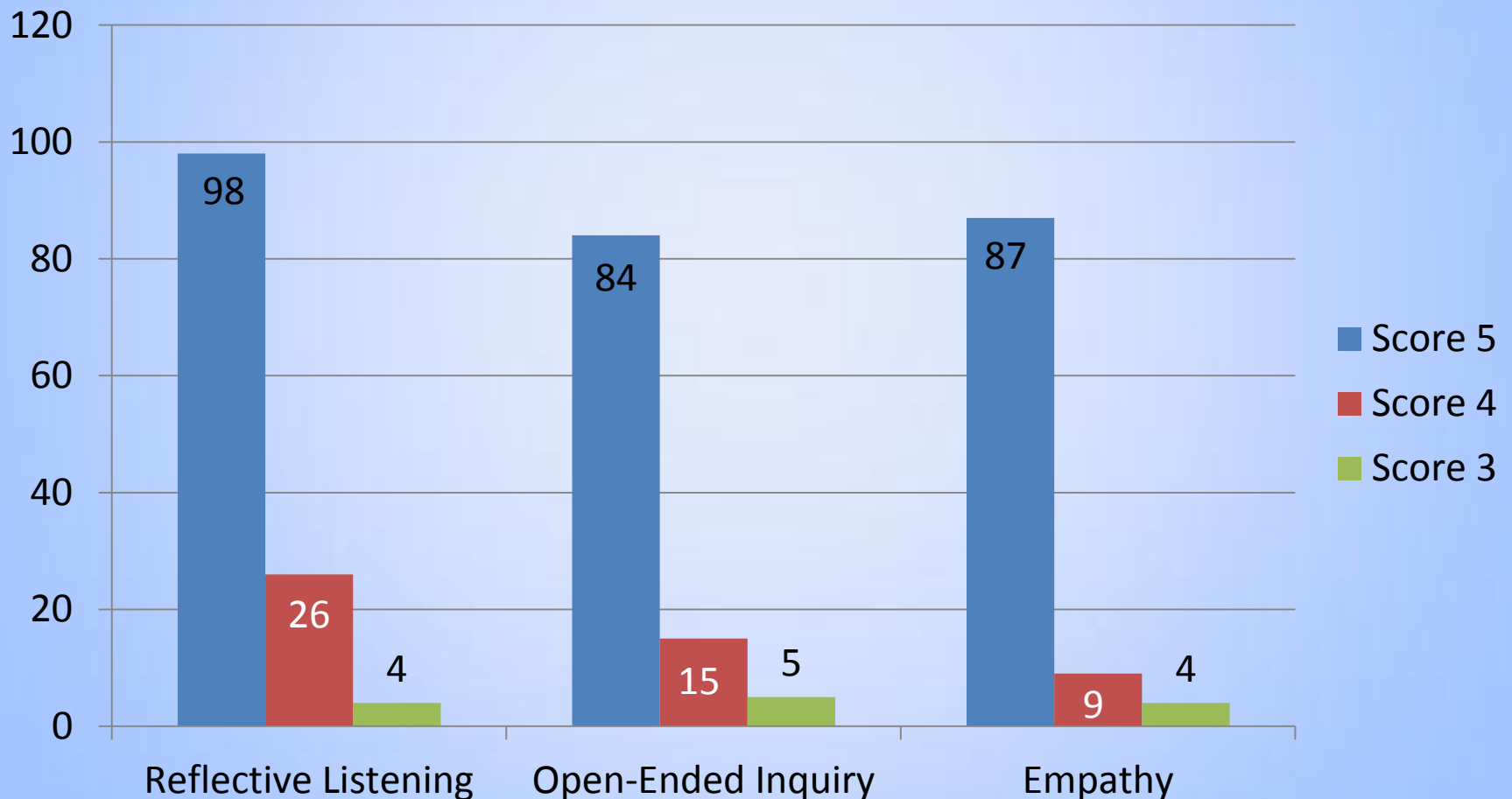
Three Key Communication Skills:

- 1. Open Ended Inquiry:** Obtain a story without interrupting
“Tell me more about . . .”
- 2. Reflective Listening:** Listen and reflect back what you understood
“So you are saying . . . ”
- 3. Empathy:** Express compassion and caring so the person experiences being seen, heard, and cared for.
“That must have been difficult for you”

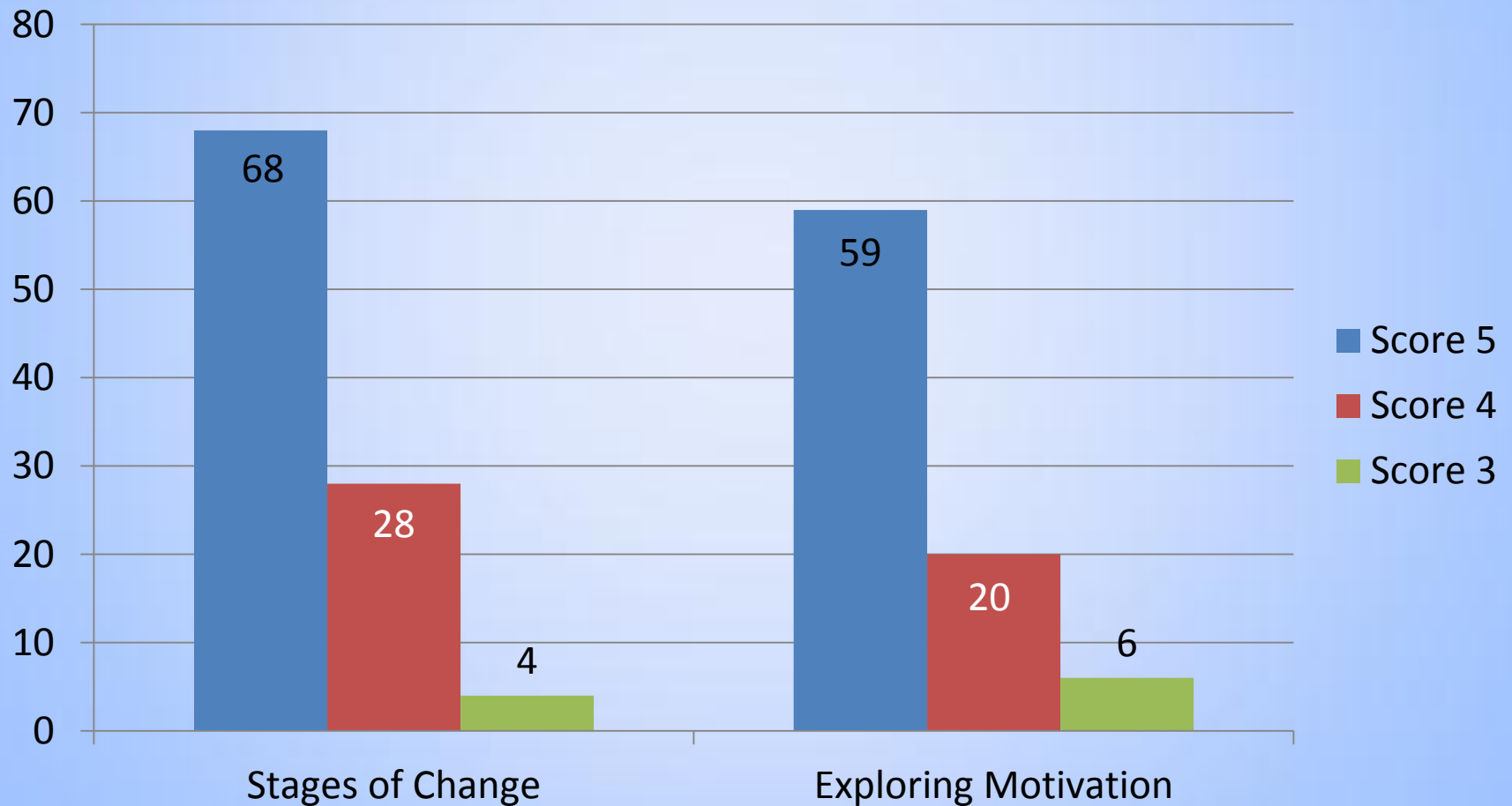
Results

- 8 physicians and nurses have been certified by IHC to conduct workshops
- Over 250 physicians, nurses, medical assistants and front office staff trained
- 6 Sharp Rees-Stealy sites

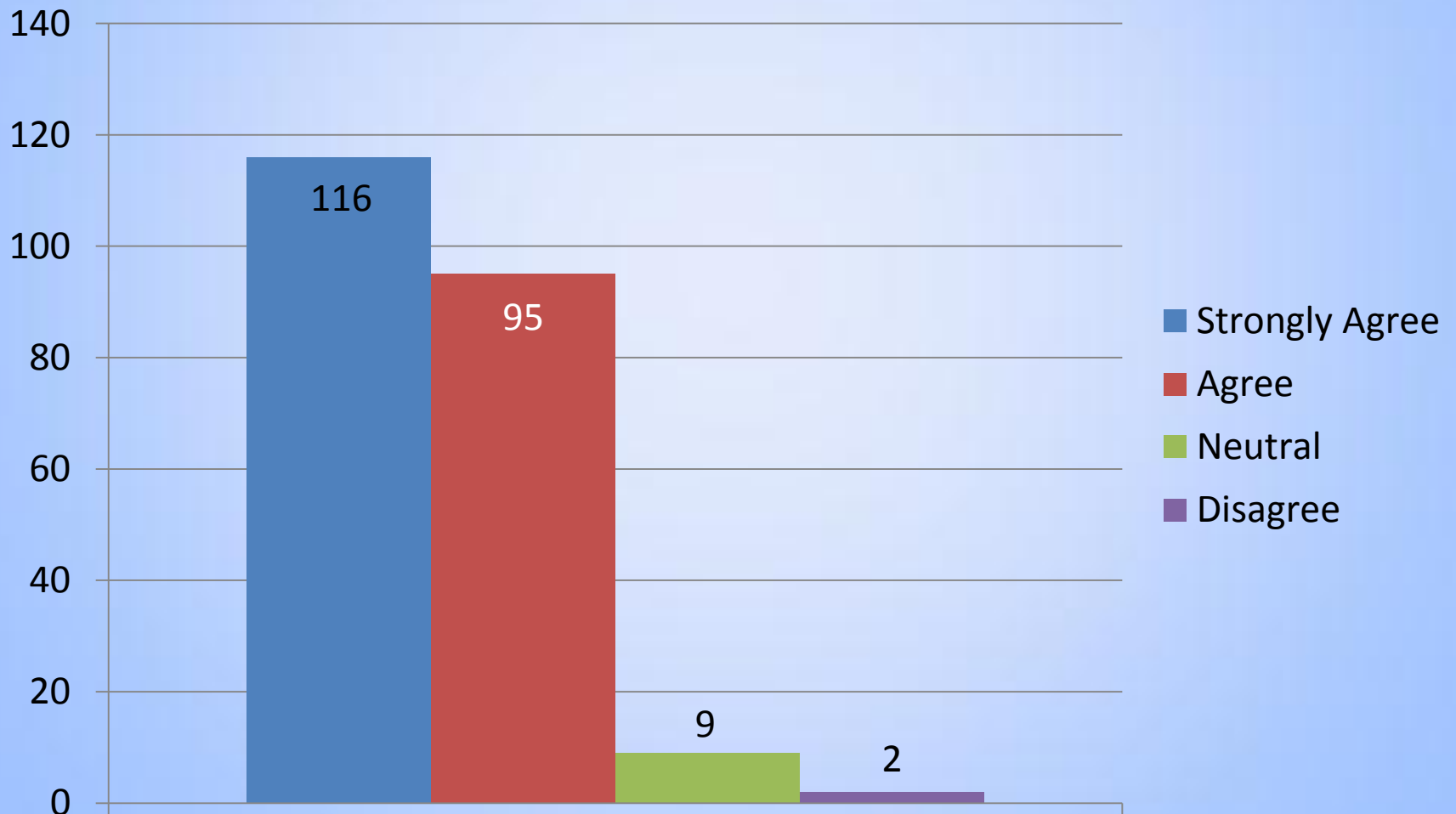
How well were the following topics covered?



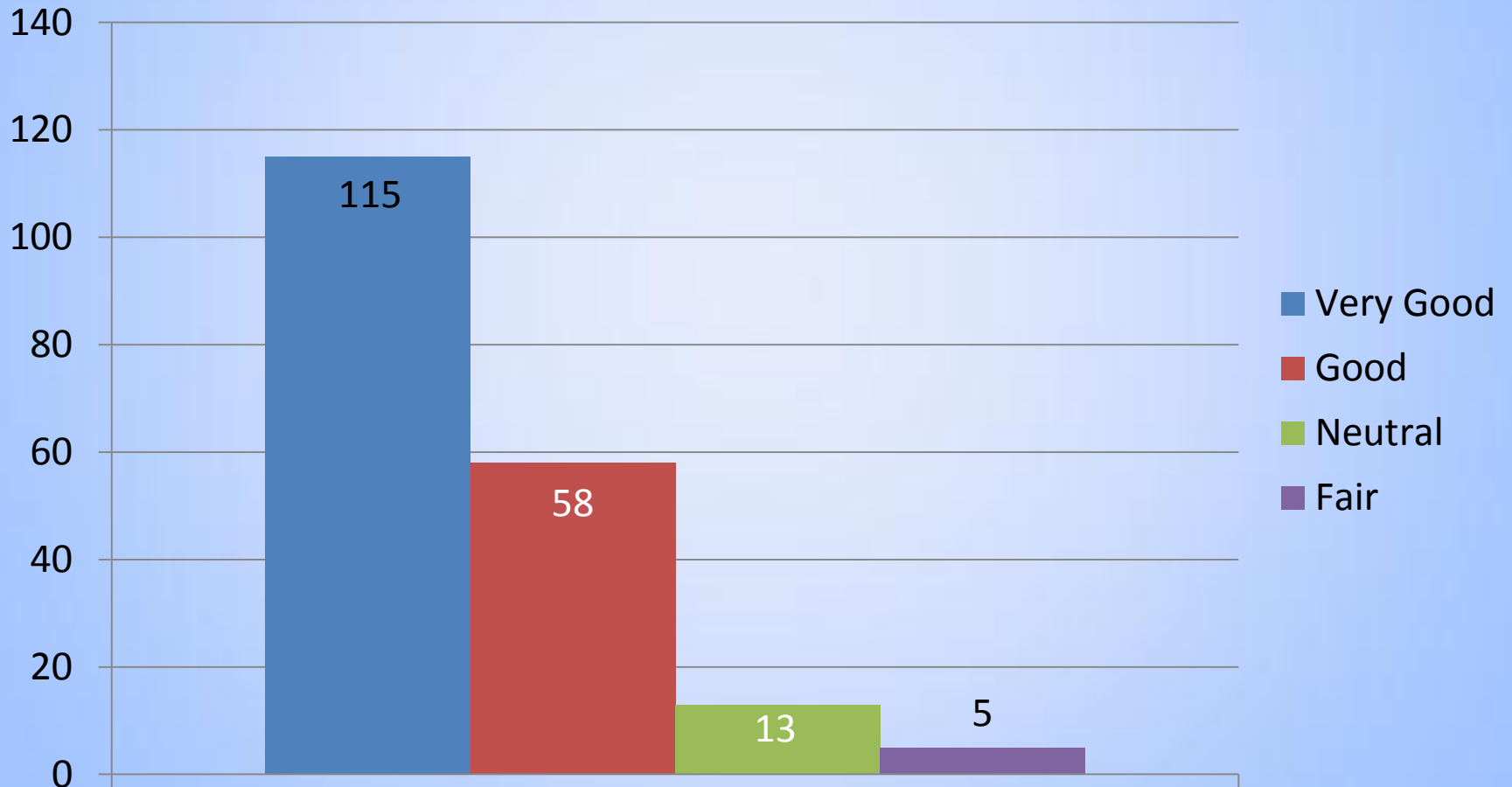
How well were the following topics covered?



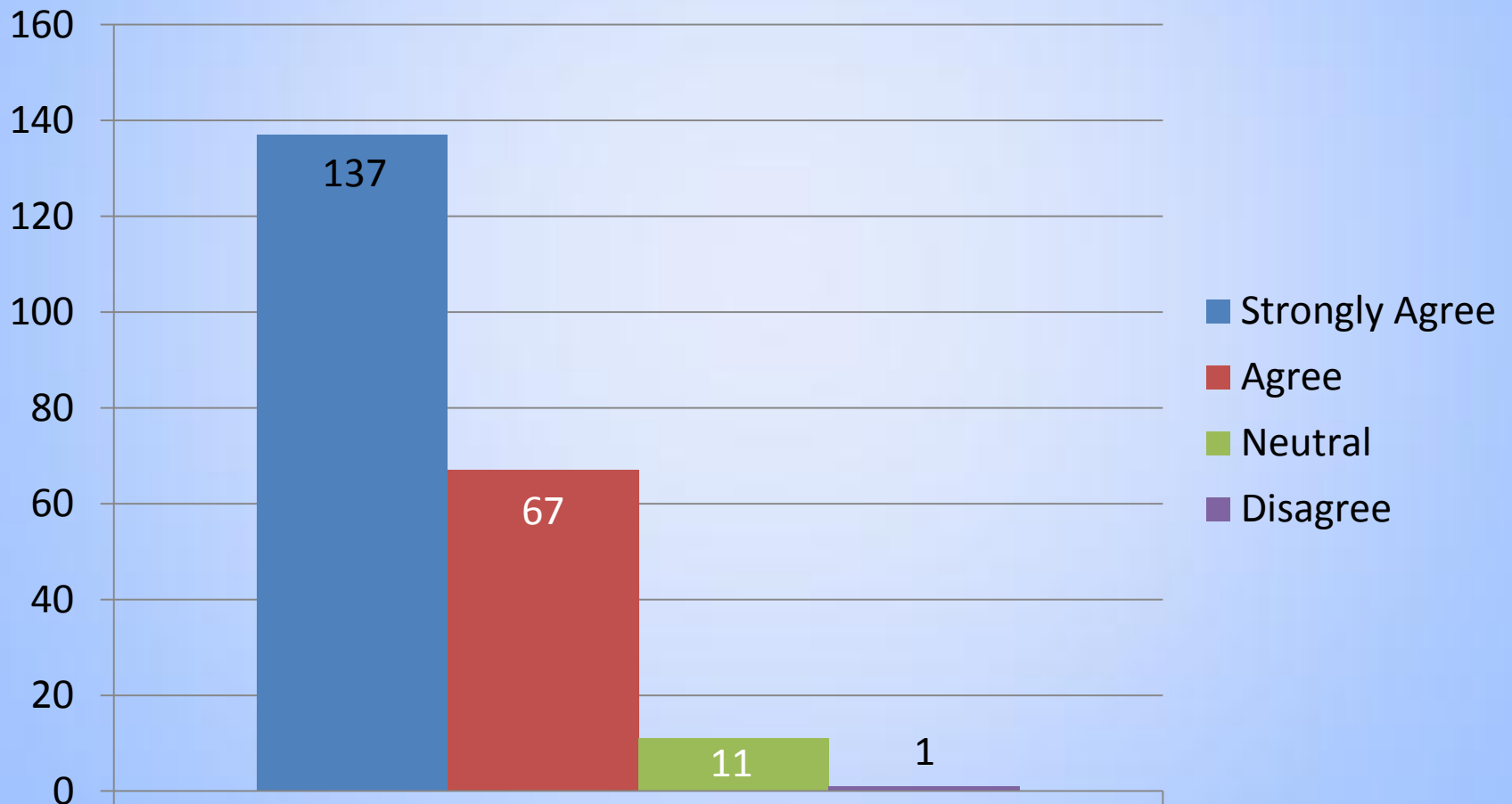
I will use the information presented to help me communicate more effectively.



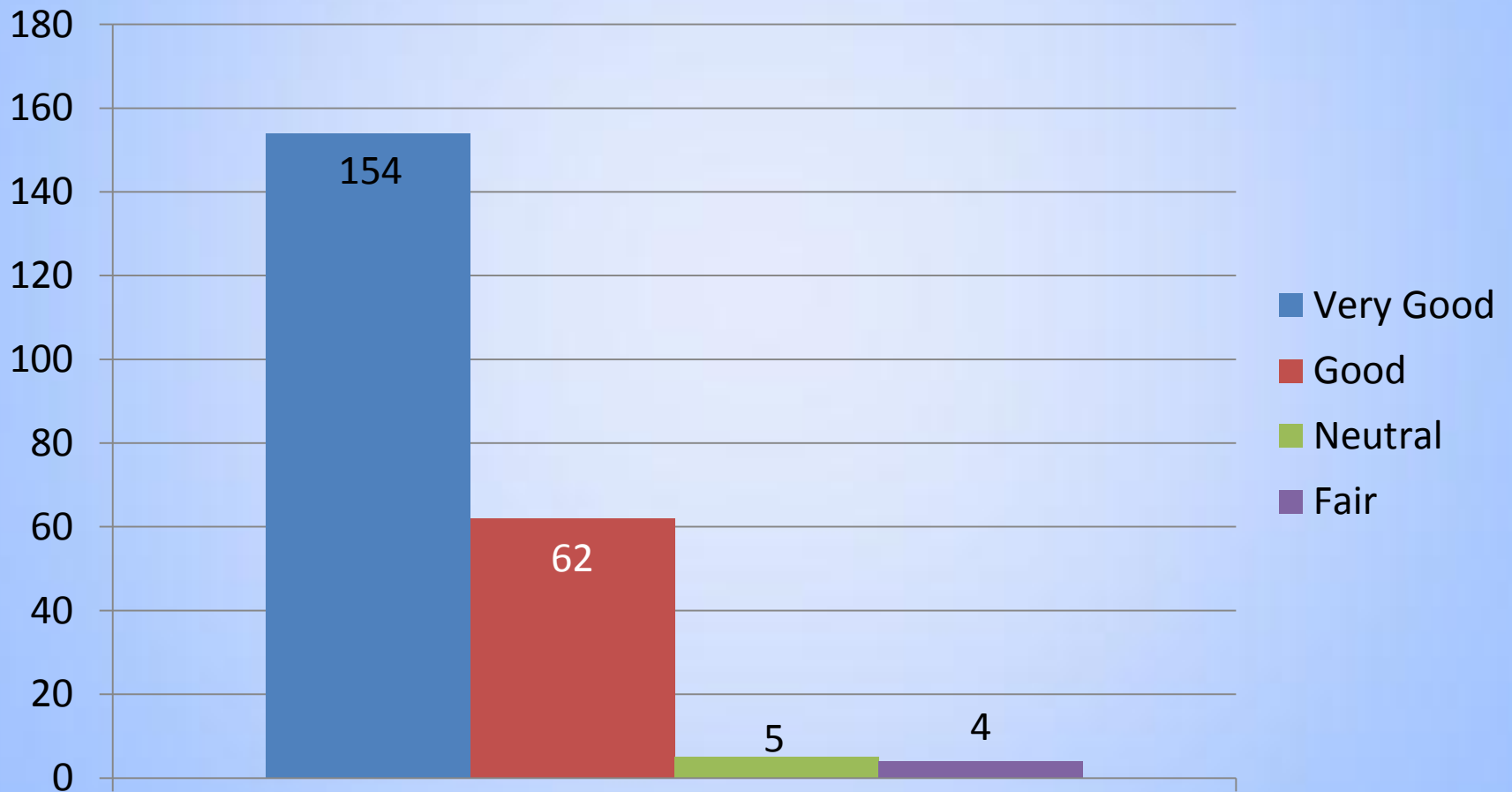
Group Exercise / Interviewing Patient



I will recommend this workshop to my colleagues



Overall Class Rating



Participant Comments

- “I learned some skills during the first workshop which I have tried, and it helped with some difficult patients.”
- “Always good to improve communication skills; nobody is perfect.”
- “Interacting with the team; learning to listen.”
- “I thought I was a good communicator after 20 years of practice but now I see where I can improve.”

Lessons Learned

- Have fun
- Start slow
- Simple and relevant
- Interactive and experiential learning
- Train physicians and staff together

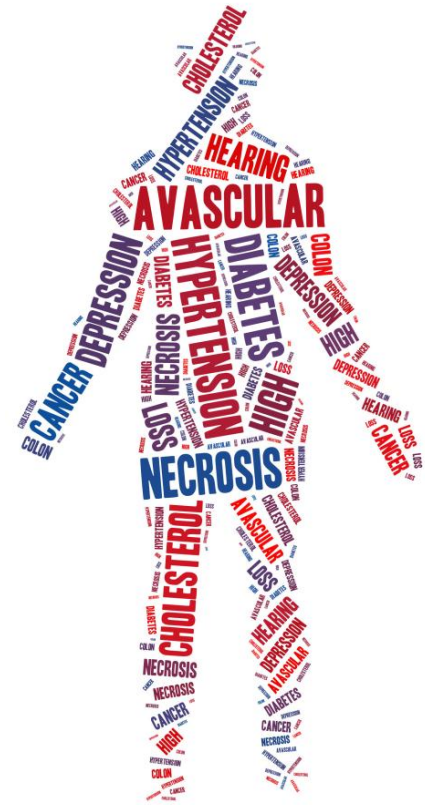
Patient Participation

- Active participants
- Patient role play
- Defuses skepticism and cynicism
- Provide feedback
- Model true patient engagement

Next Steps

- Reinforce the skills
- Continue to improve workshops
- Train other PCPs
- Spread to specialists
- Increase patient participation
- Work on changing the culture

- You listened to me
- You informed me
- You supported me
- You helped me help myself



The real-life result
of supporting
and caring...



Questions?

