Desert Oasis Healthcare

Relationship-Based Approaches to Patient-Centered Care

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Objectives

By the conclusion of this presentation, participants will:

1. Enhance your understanding of empirically based communication strategies

2. Enhance your capacity to foster change talk with your patients

3. Deepen your understanding of provider self-care and vitality
Relationship - Centered Care

Táctica y Estrategia - Mario Benedetti
Relationship-Centered Care
Culturally Responsive Care

The ability to understand and respond effectively to the cultural and linguistic needs of patients during the health care encounter.
Maya Angelou

• “I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”
Write -Pair - Share

• Think of a practitioner-patient encounter in which practitioner communication was problematic. List 3 problematic behaviors
Write –Pair - Share

• Think of a practitioner-patient encounter in which practitioner communication was outstanding. List 3 outstanding behaviors
Research by Dr. R. Birdwhistle dissected live communication into three prime factors:

- 55% body language/physiology,
- 38% quality of the voice and
- 7% actual words spoken.
Verbal and Non-Verbal Communication

- Video Example: Little Miss Sunshine
Trust = Credibility + Reliability + Intimacy
Self-interest
Observation Exercise

Watch the following interaction, paying particular attention to sub-optimal communication behavior.
Observation Exercise

Watch the following interaction, paying particular attention to positive communication behavior.
Explore the Meaning of Illness

• Q2
• How do you think you became ill?
• What do you think will make you better?
Brief Writing Exercise

• List two of your communication strengths
• List three behaviors that would improve your communication with patients
Empathy and Communication are Multi-Sensory Experiences

Empathy is built on understanding patient:

• Thoughts
• Feelings
• Perspective
• Expressions
• Actions
• Needs

Empathy is built on a foundation of listening.
Benefits of Listening in Patient Care

• More accurate diagnoses
• Avoid labeling patients
• Avoid premature closure
• Reduce unnecessary tests
• Surface potential barriers to adherence
• Increase likelihood of adherence
Benefits of Listening in Patient Care

- Increase Patient Satisfaction
- Increase Patient Safety
- Reduce Lawsuits
- Reduce Costs
- Improve Collegial Relationships
- Enhance Career Satisfaction and Sense of Purpose
Key Components of Relationship – Centered Care

• Patient as Unique
• Biopsychosocial Context
• Respect
• Rapport and Trust
• Self – Aware of Biases
• Unconditional Positive Regard
• Involve Family and Friends
• Health Literacy
Health Literacy: Meet at the Patient’s Level
Health Literacy: Meet at the Patient’s Level

- Teach Back
- Medication Review
- Careful word choice
Patient Activation

To embrace the knowledge, skills, ability and willingness to be more active managers of our health and wellbeing
Motivational Interviewing
Motivational Interviewing

• A Pathway to Behavior Change
• More effective than giving advice
• Patient-Centered Approach
Negotiation: Change Talk

• Understand Patient Perspective
• Diagnose Readiness to Change
• Identify and Resolve Ambivalence
• Recognize Barriers to Change
• Focus on Moving to the Next Stage
• Discover Motivations
Motivational Interviewing

• Stages of Change Model
• Decision Balance
• Readiness Ruler
Stages of change

- **Precontemplation**: does not recognize the need for change or is not actively considering change.
- **Contemplation**: recognizes problem and is considering change.
- **Preparation/Action**: has initiated change.
- **Maintenance**: is adjusting to change and is practising new skills and behaviours to sustain change.
- **Relapse**: has relapsed to drug use.
- **Leaves Treatment**: leaves treatment.

Stages of Change

• **Precontemplation** – “I really just eat anything. I haven’t really ever thought about dieting.”

• **Contemplation** – (Recognition but ambivalence) “I know I should watch what I eat and exercise, but it’s all too overwhelming.”
Stages of Change

- **Determination/Preparation** - Ready to take action within the next 30 days, and believe that behavior change will lead to a healthier life.
- **Action** - A recent behavior change (last six months) and a determination to move forward.
- **Relapse** – We are tender human beings and must be very gentle and forgiving.
Stages of Change

• **Maintenance** – Sustained behavior more than six months and intend to maintain the behavior moving forward, while keeping an eye on preventing relapse

• **Celebration** – An essential but often forgotten element of this model
## Decision Balance

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<thead>
<tr>
<th></th>
<th>Disadvantages</th>
<th>Advantages</th>
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<tbody>
<tr>
<td><strong>No Change</strong></td>
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<td><strong>Change</strong></td>
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### Decisional Balance Sheet

- **No Change**
- **Change**
Decision Balance: 4 Questions

• What is the best things about smoking?
• What are the problems with smoking?
• What are the benefits of stopping smoking?
• What are the problems with stopping smoking?
Readiness Ruler
Douglas Stone

“...people almost never change without first feeling understood.”
Empathy – Cleveland Clinic

https://www.youtube.com/watch?v=cDDWvj_q-o8
Mindful Practice
Tactics and Strategies

• Listen
• Express Empathy
• Empower Your Patient
• Build on Their Strengths
• Care for Self
mi táctica es
hablarte y escucharte
construir con palabras
un puente indestructible
Commitment to Act

• Based on our conversations and activities today, please list at least two things you intend to do to enhance, grow and stretch your communication with patients, colleagues, and/or self-care
Final Questions/Discussion
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The Summer Day by Mary Oliver
Who made the world?
Who made the swan and the black bear?
Who made the grasshopper?
This grasshopper, I mean—
the one who has flung herself out of the grass,
the one who is eating sugar out of my hand,
who is moving her jaws back and forth instead of up and down—
who is gazing around with her enormous and complicated eyes.
Now she lifts her pale forearms and thoroughly washes her face.
Now she snaps her wings open, and floats away.
I don't know exactly what a prayer is.
I do know how to pay attention, how to fall down
into the grass, how to kneel down in the grass,
how to be idle and blessed, how to stroll through the fields,
which is what I have been doing all day.
Tell me, what else should I have done?
Doesn’t everything die at last, and too soon?
Tell me, what is it you plan to do
with your one wild and precious life?
Healing and Hopefulness

Reilly and Ring (2005) Healing and Hopefulness: A Tool for Doctor Well-being
Medical Education, 39, 1158-1159
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