

COMMUNICATION TASKS TO ENHANCE EFFICIENCY AND IMPROVE QUALITY OF CARE

Larry Mauksch, M.Ed UWSOM, Dept of Family Medicine

| SKILL | EFFICIENCY AND QUALITY BENEFITS |
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| 1. <i>Build the relationship</i> “How is your garden?” | Improves trust, openness, continuity: this is cost effective and decreases risk of burnout and litigation |
| 2. <i>Upfront agenda setting</i> “Before we talk about anything in detail, tell me all your concerns and questions so we can plan how to best use our time” | Helps organize the visit; decreases chance of “oh by the ways”; addressing pt expectations improves satisfaction and outcomes |
| 3. <i>Acknowledge social and emotional cues</i> “That has been painful for you” | Decreases visit length because pt less likely to repeat concerns; enhances pt trust and function, reduces pt anxiety |
| 4. <i>Elicit patient perspective on illness</i> Ask about IFFE: Ideas; Feelings; Function(ADLs);Expectations “what caused this illness”, “how are you feeling” “how does this affect your daily activity?” “what are you hoping we can accomplish today?” | Promotes targeted education that is more likely retained; decreases wasted time providing off target education; helps provider construct a plan that is aligned with patient goals and values; decreases wasting patient and provider time with “non compliance” |
| 5. <i>Make interview transitions transparent</i> “Now that we have finished talking about your blood pressure, lets talk about your shoulder pain?” | Helps pt and provider stay on “same page”; decreases need for unnecessary questions; increases pt sense of involvement and comprehension resulting in improved adherence |
| 6. <i>Collaboratively prioritize long problem lists and plan f/u</i> “we may not be able to address all problems today, which ones are most important” | Helps control visit length; builds pt investment in problem solving; maintains relationship and motivation |
| 7. <i>Elicit family perspective</i> “What does your family think: caused this problem..? would be the best treatment?” | Decreases chance that the plan will be undermined by family beliefs; decreases chance of wasting time and money in plan creation; helps build a successful plan and relationship |
| 8. <i>Address undeclared psychosocial issues (in longer or future visit)</i> “when you talk about your diabetes you sound defeated and weary” | Addressing underlying psychosocial issues decreases chance of visits and plans being overwhelming; enhances pt function, quality of life and ability to manage chronic illness |
| 9. <i>Track discussion content as it relates to agenda</i> “I think we drifted from discussing _____” | Helps patient and provider stay on track- enhances efficiency and patient investment |
| 10. <i>Reach mutual agreement on plans (common ground)</i> “Let create a plan that works for you” | Enhanced outcomes, decreased use of referrals and tests |

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