COMMUNICATION TASKS TO ENHANCE EFFICIENCY AND IMPROVE QUALITY OF CARE

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

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AND IMPROVE QUALITY OF CARE Larry Mauksch, M.Ed UWSOM Dept of Family Medicine

SKILL	EEFFICIENCY AND QUALITY BENEFITS
I. Build the relationship "How is your garden?"	Improves trust, openness, continuity: this is cost effective and decreases risk of burnout and litigation
Upfront agenda setting "Before we talk about anything in detail, tell me all your concerns and questions so we can plan how	Helps organize the visit; decreases chance of "oh by the ways"; addressing pt expectations improves satisfaction and outcomes
to best use our time" 3. Acknowledge social and emotional cues "That has been painful for you" 4. Elicit patient perspective on illness Ask about IFFE: Ideas; Feelings; Function(ADLs);Expectations "what caused this illness", "how are you feeling" "how does this affect your daily activity?" "what	Decreases visit length because pt less likely to repeat concerns; enhances pt trust and function, reduces pt anxiety 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"
are you hoping we can accomplish today?" 5. Make interview transitions transparent "Now that we have finished talking about your blood pressure, lets talk about your shoulder pain?" 6. Collaboratively prioritize long problem lists and plan f/u "we may not be able to address	Helps pt and provider stay on "same page"; decreases need for unnecessary questions; increases pt sense of involvement and comprehension resulting in improved adherence Helps control visit length; builds pt investment in problem solving; maintains relationship and motivation
all problems today, which ones are most important" 7. Elicit family perspective "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. Address undeclared psychosocial issues (in longer or future visit) "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. Track discussion content as it relates to agenda "I think we drifted from discussing"	Helps patient and provider stay on track- enhances efficiency and patent investment
10. Reach mutual agreement on plans (common ground) "Let create a plan that works for you"	Enhanced outcomes, decreased use of referrals and tests