

COMMUNICATION TASKS TO ENHANCE EFFICIENCY AND IMPROVE QUALITY OF CARE

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SKILL	EFFICIENCY AND QUALITY BENEFITS
<p>1. <i>Build the relationship</i> “How is your garden?”</p>	Improves trust, openness, continuity: this is cost effective and decreases risk of burnout and litigation
<p>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”</p>	Helps organize the visit; decreases chance of “oh by the ways”; addressing pt expectations improves satisfaction and outcomes
<p>3. <i>Acknowledge social and emotional cues</i> “That has been painful for you”</p>	Decreases visit length because pt less likely to repeat concerns; enhances pt trust and function, reduces pt anxiety
<p>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?”</p>	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”
<p>5. <i>Make interview transitions transparent</i> “Now that we have finished talking about your blood pressure, lets talk about your shoulder pain?”</p>	Helps pt and provider stay on “same page”; decreases need for unnecessary questions; increases pt sense of involvement and comprehension resulting in improved adherence
<p>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”</p>	Helps control visit length; builds pt investment in problem solving; maintains relationship and motivation
<p>7. <i>Elicit family perspective</i> “What does your family think: caused this problem..? would be the best treatment?”</p>	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
<p>8. <i>Address undeclared psychosocial issues (in longer or future visit)</i> “when you talk about your diabetes you sound defeated and weary”</p>	Addressing underlying psychosocial issues decreases chance of visits and plans being overwhelming; enhances pt function, quality of life and ability to manage chronic illness
<p>9. <i>Track discussion content as it relates to agenda</i> “I think we drifted from discussing _____”</p>	Helps patient and provider stay on track- enhances efficiency and patient investment
<p>10. <i>Reach mutual agreement on plans (common ground)</i> “Let create a plan that works for you”</p>	Enhanced outcomes, decreased use of referrals and tests