




Keys to Patient-Centered Communication





Presented by: Danny Keller, PT, DPT, OCS
UCSF PHYSICAL THERAPY FACULTY PRACTICE

Communication is the bridge between confusion and clarity.

-Nat Turner



Topic Outline

-  INTRODUCTION
-  COMMON MISTAKES
-  WHAT SHOULD WE DO?
-  KEY TAKEAWAYS

Introduction


- Who am I?
- What even is patient-centered communication?
- How does this apply to you?

Who Am I?

<p>UCSF PT</p> <p>Requires communication with patients of all ages, races, sexes, genders, and backgrounds</p>	<p>Cal Sports Medicine</p> <p>Requires communication with athletes, physicians, coaches, S&C coaches, and athletic trainers</p>
<p>Clinical Professor</p> <p>Requires education of communication skills for students with patients</p>	<p>Residency Mentor</p> <p>Requires instruction of high-level communication skills for residents to maintain efficiency and communication with other providers.</p>

COMMUNICATION

noun



Definition

A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior

Types of Communication



- Verbal**
- Non-Verbal**
- Face-to-Face**
- Non-Face-to-Face**

Definition

PATIENT-CENTERED CARE *noun*

Care that is respectful and responsive to individual patient preferences, needs and values, and ensuring that patient's values guide all clinical decisions

Adapted from: American Medical Association. (2019). *Principles of patient-centered care*. Chicago, IL: American Medical Association.

Common Mistakes

- Things I hear from patients
- Issues with inter-professional communication
- The patient as an engaged party





- "I'm not even sure why I'm doing PT when I'm just going to have surgery."
- "What did the surgeon do to my knee?"
- "My last PT just gave me exercises, but I'm not sure why I was doing them so I stopped."
- "No one has ever explained to me the anatomy before, and it really helps."
- "My doctor told me that I'm making all of this up and there's nothing really wrong with me."

What Do We Do?

- Make the patient the center of the team
- Improve inter-professional relationships and communication
- Focus on multiple types of communication
- Educate patients!


Key Takeaways

Problem	Possible Improvement
<ul style="list-style-type: none"> • Lack of patient understanding of injury/surgery • Poor inter-professional communication • Not including the patient in decision-making process 	<ul style="list-style-type: none"> • Education about anatomy, pathology, and overall surgical intervention • Spend more time engaging with patients • Improve communication with colleagues - provide phone numbers for easy texting • Ask patients in real-time for feedback on care



Thank you for listening!

Don't hesitate to communicate any questions!



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