

# ART OF MEDICINE

## How to communicate with patients

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# Four Habits Model

- Taught to thousand of clinicians at Kaiser Permanente since 1995.
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# Four Habits Model

- Invest in the beginning
- Elicit the patient's perspective
- Demonstrate empathy
- Invest in the end

# Four Habits Model Goal

Establish rapport

Build trust rapidly

Facilitate the effective exchange of information

Demonstrate caring and concern

Increase likelihood of adherence and positive health outcomes

# Habit One

Invest in the beginning

# Habit 1

## Invest in the beginning

- Creating Rapport Quickly
- Eliciting the patient's full spectrum of concerns
- Planning the visit

# Creating rapport quickly

- Being aware of and consciously using nonverbal clues and cues
- Handshake and eye contact
- Finding out the names of each person in the room and their relationship to the patient
- Acknowledge the wait
- Brief description of one's approach to providing care



# Eliciting the full spectrum of concerns

- Key to building trust—listening to patients attentively
- Encourage the patient to bring up additional symptoms or questions
- Soliciting the full agenda can reduce the likelihood of the “by the way” syndrome.

# Planning the visit.

- Summarizing what the patient has stated and assessing for accuracy
- Proposing a simple plan for the rest of the interaction and checking for agreement
- Using positive language to set limits, prioritizing

# Habit Two

Elicit patient's perspective

## Habit 2

# Elicit the patient's perspective

- Assessing patient attribution
- Identifying patient requests
- Exploring the impact

# Assessing patient attribution

- Ask patient's view directly
- Assess the patient's point of view
- Express respect towards alternative healing practices.

# Identifying patient requests

Impact on patient satisfaction

Humanistic care rather than technical care correlated with patient satisfaction

# Exploring the impact

- Determining the impact of the patient's symptoms or illness.

Linkage of Habits 2 and 3 is one of the most powerful and efficient ways to get useful clinical details, personalized care and convey compassion



# Habit Three

## Demonstrate Empathy

# Habit 3

## Demonstrate Empathy

- Responding to patients' emotions
- Discerning empathic opportunities
- Expressing empathy

# Responding to patients' emotions

- Culturally appropriate manner
- Empathy, empathy, empathy ( naming or supporting another's distress)

# Discerning empathic opportunities

- Nonverbal behavior
- Body posture
- Facial expression
- Tone of voice
- Good eye contact

# Expressing empathy

- Convey empathy nonverbally
  - Touch, gaze, facial expressions, voice tone, body posture
- Convey in words
  - Encouraging the expression of emotion
  - Naming the likely feeling
  - Legitimizing the emotion
  - Demonstrates appreciation of the patient's perspective is an essential step in working through differences in values, attitudes and readiness for change

Making an empathic statement that demonstrates appreciation of the patient's perspective is an essential step in working through differences in values, attitudes and readiness for change

# Habit Four

## Invest in the End

# Habit 4

## Invest in the End

- Delivering diagnostic information
- Providing education
- Engaging in joint decision-making
- Closing the visit



# Habit 4

## Invest in the End

- Challenge: focus on the patient, demands of documentation and electronic order entry

# Delivering Diagnostic Information

- Connecting patients to their illness narratives by using patients' own words

# Providing education

- Using plain language
- Check frequently to ensure information is understood
  - Ask patient to summarize
  - Ask patient to teach back
- Limit the number of message during the visit

# Engaging in joint decision-making

- Providing information, ask patient's opinion and preferences
- Assessing patients' readiness to change
  - Physician as a “coach”
  - Reinforce patient autonomy
- Exploring barriers
- Supplementing with written materials or web based resources

# Closing the visit

- Asking for additional questions
  - Specific related to this visit
- Confirming next steps
  - Verify understanding
  - Written summary of the visit, relevant websites
- Ending on a personal note
  - Positive way



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