

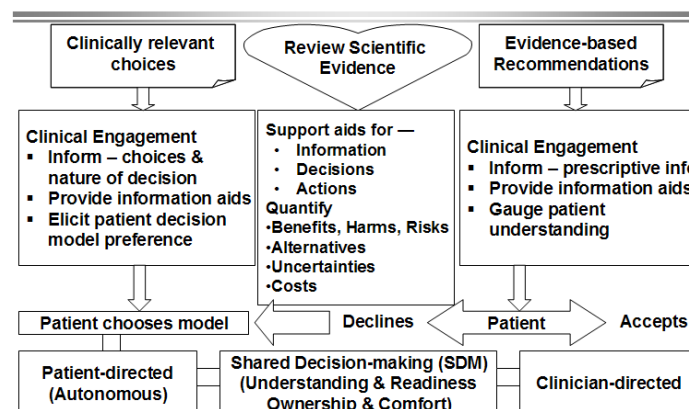
### Optimal Encounters for Meeting Patients Needs = Information & Engagement

- **Information which addresses what patients want to know —**  
Benefits . Risks . Harms . Uncertainties . Alternatives . Costs
- **Engagement by trusted clinicians and their teams in partnership with the patient applying —**  
Support . Dialogue . Reassurance . Treatment . Warmth . Empathy . Respect
- **Accommodating Patient Requirements—**  
Health care problems . Needs . Wants . Individual circumstances . Values . Preferences

### Information Tips: Patients want to know, “What’s in it for me?”

- Acquire valid evidence and other relevant information, including quantifications of risk, decision support tools and action steps for the patient
- Use the **Model for Engaging Patients in Medical Decision-making** below to consider a directive or non-directive approach based on: 1) whether you have reliable and clinically useful evidence addressing morbidity, mortality, symptom relief, emotional or physical functioning, or health-related quality of life; and/or 2) Patient preferences or mutually acceptable decision-making model
- Plan patient messages for information, decision and/or actions considering —
- **THE 8 KEY QUESTIONS PATIENTS WANT ANSWERED**
  1. What do I have or what might I get?
  2. Why do I have it?
  3. How did I get it?
  4. What might it do to me?
  5. What is known and unknown about it?
  6. What choices do I have?
    - How will each choice affect me, e.g., what is the likelihood of benefit and harm and the quality of the evidence for each choice?
    - What are the costs?
  7. What is your advice?
  8. What details do I need to know to get it done?
- Keep in mind the ABCs of communications (accurate, balanced and complete enough) - consider glass half empty + glass half full = balanced approach
- Consider key topical areas: prevention, screening, diagnosis, treatment, prognosis, follow-up, maintenance

### A Model for Engaging Patients In Decision-making



### Engagement Tips: G-L-I-D-E through the patient encounter

- Attend to non-verbal cues you send, use positive talk, avoid negative talk, adopt non-judgmental attitude throughout

|   |  |  |
|---|--|--|
| <b>Greet</b>                              | <p><i>“Good to see you!”</i></p> <ul style="list-style-type: none"> <li>Prepare to give patient full attention and apply positive-talk principles</li> <li>Friendly greeting &amp; personal opening</li> <li>Shake hands</li> </ul>  |  |
| <b>Listen</b>                             | <p><i>“You have my complete attention. Tell me why you’re here today.”</i></p> <ul style="list-style-type: none"> <li>Listen to the patient’s story</li> <li>Do not interrupt</li> <li>Ask open-ended questions</li> <li>Keep patient-centered</li> <li>Ensure the patient has truly finished: “Anything else?”</li> <li>Demonstrate empathy-- understanding of patient’s needs, problems, feelings, views</li> </ul>  | <p><b>Emotions?</b></p> <ul style="list-style-type: none"> <li>~ Acknowledge the emotion (upset, stressed, sad, afraid)</li> <li>~ Support the patient (“I will help you through this.”)</li> </ul>  |
| <b>Inquire &amp; Exchange Information</b> | <p><i>“I am going to examine you now. Here’s what I am about to do...”</i></p> <ul style="list-style-type: none"> <li>Keep patient informed during the exam →</li> <li>Save time and do your review of systems during your exam of that system</li> <li>Elicit patient’s feelings, ideas and point-of-view</li> <li>If screening, be aware that high rates of biomedical questioning may be associated with low patient satisfaction (Beck 02 PMID 11841136). Consider limiting questions to what needs to be asked and otherwise offer information →</li> </ul> | <p><b>When doing an exam...</b></p> <ol style="list-style-type: none"> <li>What I’m about to do...</li> <li>What you will experience...</li> <li>Here’s what I found...</li> </ol> <p><b>Questioning Patient vs Providing Information?</b></p> <p>“Are you experiencing hot flashes?” vs<br/>“If you are having hot flashes, I can give you some information.”</p> |
| <b>Determine &amp; Decide</b>             | <p><i>“Here’s what I found; here is information on that which we can review together; here’s what you need to decide...”</i></p> <ul style="list-style-type: none"> <li>Provide information including communication tools: information, decision support and action aids</li> <li>Facilitate patient’s preferences and values for decision-making style, then - depending on patient’s choice of decision-style - facilitate decision</li> <li>Discuss next steps</li> </ul>   |  |
| <b>Effectively End</b>                    | <p><i>“Do you understand?” &amp; “Have I missed anything?”</i></p> <ul style="list-style-type: none"> <li>Ensure patient understanding over problem, agreement, plan and subsequent steps</li> <li>Write down key information for the patient to give to them</li> <li>Arrange for next steps</li> <li>Pleasant close</li> </ul>   |  |

