



Advancing Cancer Care Today

ENHANCING PATIENT CARE THROUGH EFFECTIVE COMMUNICATION PROGRAM SUMMARY

At the conclusion of this program, participants should be able to define the elements of patient-centered communication, describe the 6 core functions of provider-patient communication, and demonstrate specific skills for effective patient-centered communication.

◆ KEY POINTS OF THIS PRESENTATION

What is patient-centered communication?

- Eliciting, understanding, and validating the patient's perspective
- Understanding the patient within his or her own psychological and social context
- Reaching a shared understanding of the patient's problem and its solution
- Helping to empower a patient by offering him or her meaningful involvement in choices relating to his or her health

There are 6 core functions of patient-centered communication:

- Fostering healing relationships
- Exchanging information
- Responding to emotions
- Managing uncertainty
- Making decisions
- Enabling patient self-management

Patient-centered care requires relationships characterized by trust, rapport, and a mutual understanding of each other's roles and responsibilities.

Providers must have observational skills and an appropriate level of self-awareness.

The 6 core functions require 2 fundamental skills (listening carefully and responding thoughtfully) and 3 qualities (empathy, genuineness, and positive regard for the patient).

Difficult discussions are an intrinsic part of oncologic practice and can be a major source of stress. Following the SPIKES protocol can help with these conversations:

- S** Setting: provide privacy and give the patient your full attention
- P** Perception: assess how the patient perceives the medical situation
- I** Invitation: ask the patient how much information he or she wants
- K** Knowledge: provide information tailored to the individual
- E** Emotions: respond with empathy
- S** Strategy and summary: when the patient is ready, present treatment options and make decisions together