

# SHARED VOICE

INDIVIDUALIZING PATIENT-CENTERED COMMUNICATION  
FOR ADVANCED LUNG CANCER PATIENTS

VIDEO 2



## Oncologist Perspective on Patient-Centered Communication

Featuring Dr. Walter Baile, Moderator, and oncologist panelists Dr. Corey Langer, Dr. Benjamin Levy, and Dr. Antoinette Wozniak

### Video Synopsis

This video is an excerpt of a moderator-led panel discussion of the communication issues that may commonly arise around the time of lung cancer diagnosis and discussions of prognosis; a prerecorded video interaction between a hypothetical patient and her oncologist is presented and discussed by the panel.

### Video Key Takeaways

- Establishing a strong therapeutic alliance between the patient and care team is important for treatment decision making, continuity of care, patient satisfaction, and commitment to treatment plans<sup>1</sup>
- The emotional state of the patient may impact the amount of information that is assimilated during the patient-clinician interaction; given the emotional repercussions of a cancer diagnosis, patients may be unable to retain important information regarding their treatment when speaking with their care team<sup>1,2</sup>
- Ensuring that the patient's support system is present, expressing empathy while giving difficult news, and providing adequate time to process the information may be helpful strategies for addressing and managing patient and caregiver emotions<sup>1-3</sup>

### Discussion Starters

- What role do other care team members play in decision making and communicating the treatment plan with your patients? How is the communication coordinated between team members?
- How do you address the emotional needs of your patients and their caregivers?
- What are some of the strategies that you use for assessing patient understanding? What are some things that you do to help improve the retention of information when giving difficult news?

# SHARED VOICE

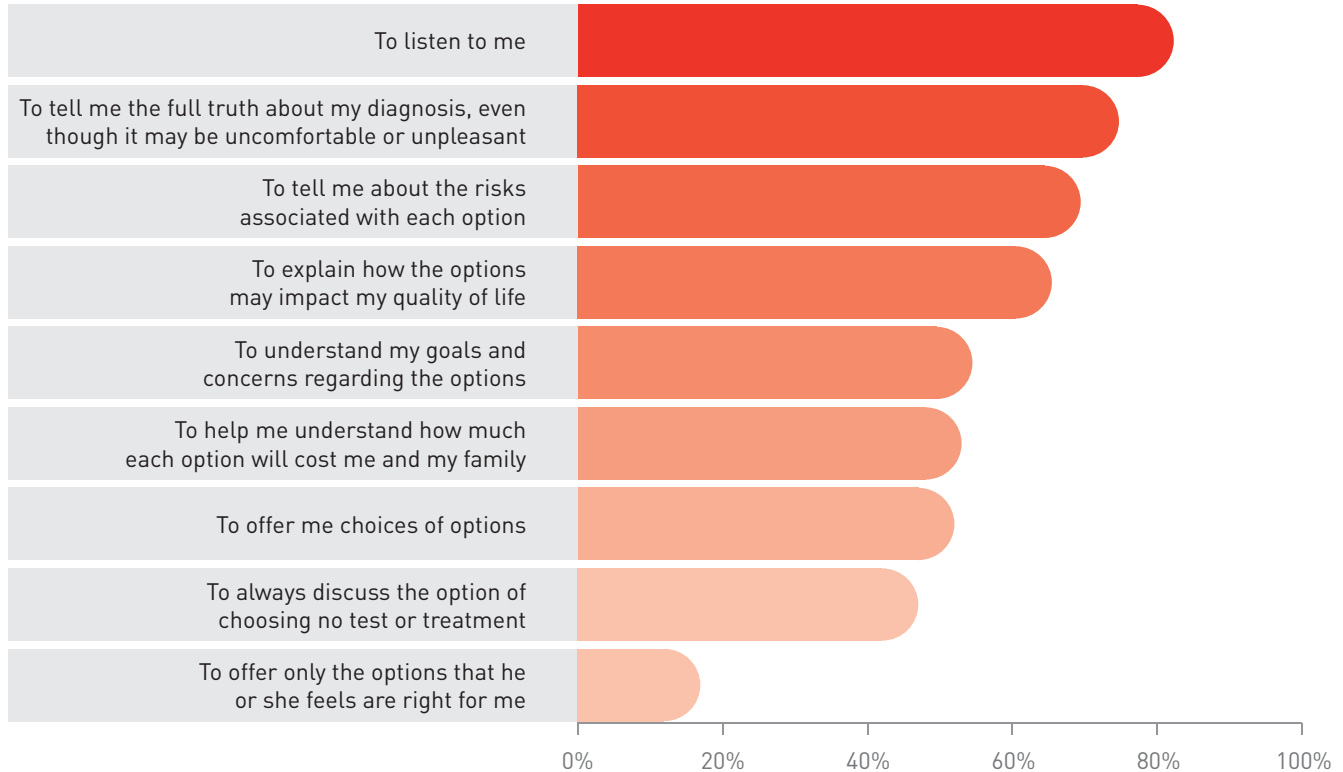
INDIVIDUALIZING PATIENT-CENTERED COMMUNICATION FOR ADVANCED LUNG CANCER PATIENTS

## Supporting the Conversation



Patients want to be involved in understanding evidence and making decisions about their care<sup>2,4</sup>

Percentage of patients who strongly agree with the statement  
“I want my healthcare provider...”



### References

1. Epstein RM, Street RL. *Patient-Centered Communication in Cancer Care: Promoting Healing and Reducing Suffering*. Vol NIH Publication 07-6225. Bethesda: National Cancer Institute; 2007.
2. Levit LA, Balogh EP, Nass SJ, et al. *Delivering High-Quality Cancer Care: Charting a New Course for a System in Crisis*. Washington, DC: The National Academies Press; 2013.
3. Van Vliet LM, Epstein AS. Current state of the art and science of patient-clinician communication in progressive disease: patients' need to know and need to feel known. *J Clin Oncol*. 2014;32(31):3474-3478.
4. Alston C, Paget L, Halvorson GC, et al. Communicating with patients on health care evidence. Institute of Medicine, Washington, DC. Available at: <http://nam.edu/wp-content/uploads/2015/06/VSRT-Evidence.pdf>. Accessed March 14, 2016.