**Patient-Centered Communication Learning Module**

Welcome. As part of your Behavioral Medicine rotation, please complete this learning module. We hope it will be helpful in enhancing your communication skills with your patients, especially in an outpatient clinic encounter.

Our goals:

1. Increase your knowledge of the specific behaviors that enhance Patient-centered Communication.
2. Expose you to different models for effective doctor-patient communication.
3. Increase your vocabulary for describing Patient-centered Communication behaviors.
4. Enhance your ability to identify the presence of specific patient-centered communication behaviors when observing a patient encounter.
5. Increase your ability to self-reflect and self-monitor your communication behaviors during a patient encounter.

Step 1:Print out this entire document.

Step 2:Before you look at any of the materials, please answer the **Orientation Questions** on page 3 and give them to Ted Siedlecki (email or put them in his mailbox). We hope answering these questions will get you started thinking about the issues involved in this learning module.

Step 3: Print out four (4) copies of the document titled “**PCOF 5 16 2011”** which you can find on Collab; two (2) to use with the video training, and two (2) to use during clinic observations. This is the Patient Centered Observation Form.

Step 4: Review the **PCOF** along with the document titled “**PCOF Explanations and Sample Script**” (on Collab) for more detail on the behaviors you will be looking for during an observation (as well as trying to incorporate into your own visits). Note: You can ignore the comments about “intra teamlet observation” and “observing other teamlets” as we are not utilizing the form in that way at present.

Step 5: Now you are ready to begin the online portion of the module. It will take about 30-35 minutes to complete:

<http://uwfamilymedicine.org/pcof>

Note: If you completed this online module previously during your training, it may be helpful to review it, but you may choose to skip this step.

Step 6: Arrange to observe **two** (2) physician-patient encounters in clinic using the PCOF. You can ask to observe PGY-2 or PGY-3 residents, or any faculty member. Faculty who have agreed to be observed are listed in the document titled “Faculty Open to Observation” which you can find on Collab.

Explain to the provider that you will observe that the purpose of this observation is not for evaluation of (and not even for feedback to) the provider being observed. The purpose is for you, as the observer, to become more aware of the variety of possible patient-centered communication strategies and see them in actual practice.

However, it can be awkward not to offer any feedback at all after an observation. So, we ask you to offer one positive feedback to the provider you observe (one thing you learned or admired during the observation). Ask the provider you observed if they would like to keep the PCOF you completed. If not, you should shred it.

Ask the provider to introduce you to the patient. Either you or the provider should explain to the patient that you are there to observe the provider in order to enhance your learning about best practices in doctor-patient communication, that you will be taking notes about your doctor’s behaviors, and then ask the patient’s permission for you to observe.

Step 7:After each observation, please complete an **Observation Reflection Questions** form (pages 4 and 5) and give them to Ted Siedlecki.

Step 8:Please complete the **Final Reflection Questions** (page 6) and return to Ted Siedlecki.

Thanks. We hope you will find this module to be both interesting and useful.

Ted & Claudia

Version: 2017-01-21

**Orientation Questions**

**Patient-Centered Communication Learning Module**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_

Name the three most important communication behaviors that you try to incorporate into every patient encounter to enhance doctor-patient communication:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name two doctor-patient communication behaviors that you are striving to add to your patient encounters:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Observation Reflection Questions**

**Patient-Centered Communication Learning Module**

Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of observation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Clinician observed: \_\_\_\_ Faculty \_\_\_\_ PGY-2 \_\_\_\_ PGY-3

What surprised you, or was new to you, or caught your attention?

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What patient-centered communication skills did you see demonstrated that you would like to try to use more often?

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Observation Reflection Questions**

**Patient-Centered Communication Learning Module**

Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of observation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Clinician observed: \_\_\_\_ Faculty \_\_\_\_ PGY-2 \_\_\_\_ PGY-3

What surprised you, or was new to you, or caught your attention?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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What patient-centered communication skills did you see demonstrated that you would like to try to use more often?

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Final Reflection Questions**

**Patient-Centered Communication Learning Module**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_

Have you changed (or are you planning to change) anything in your clinical practice after having completed the Patient Centered Communication module? Yes / No

 If “Yes,” please describe:

 If “No,” please explain:

What did you like best about this learning module?

How can the Patient-Centered Communication Learning Module be improved?

Any additional comments?

Thank you! We hope this module was useful to you.