

Communication skills

Doctor-patient  
relationship

Interview techniques

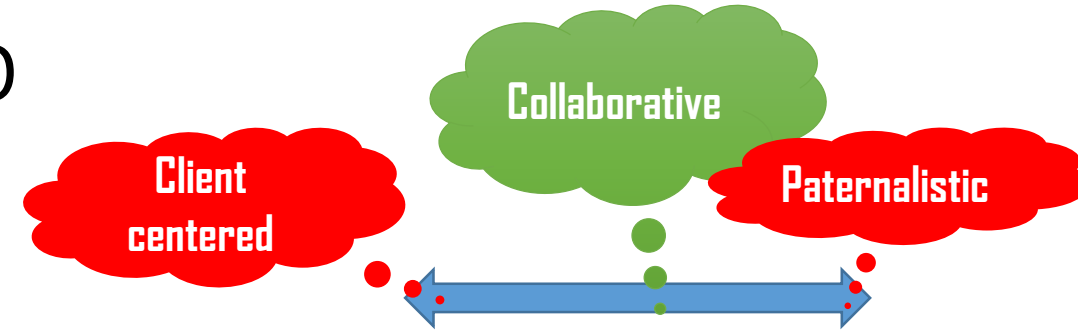
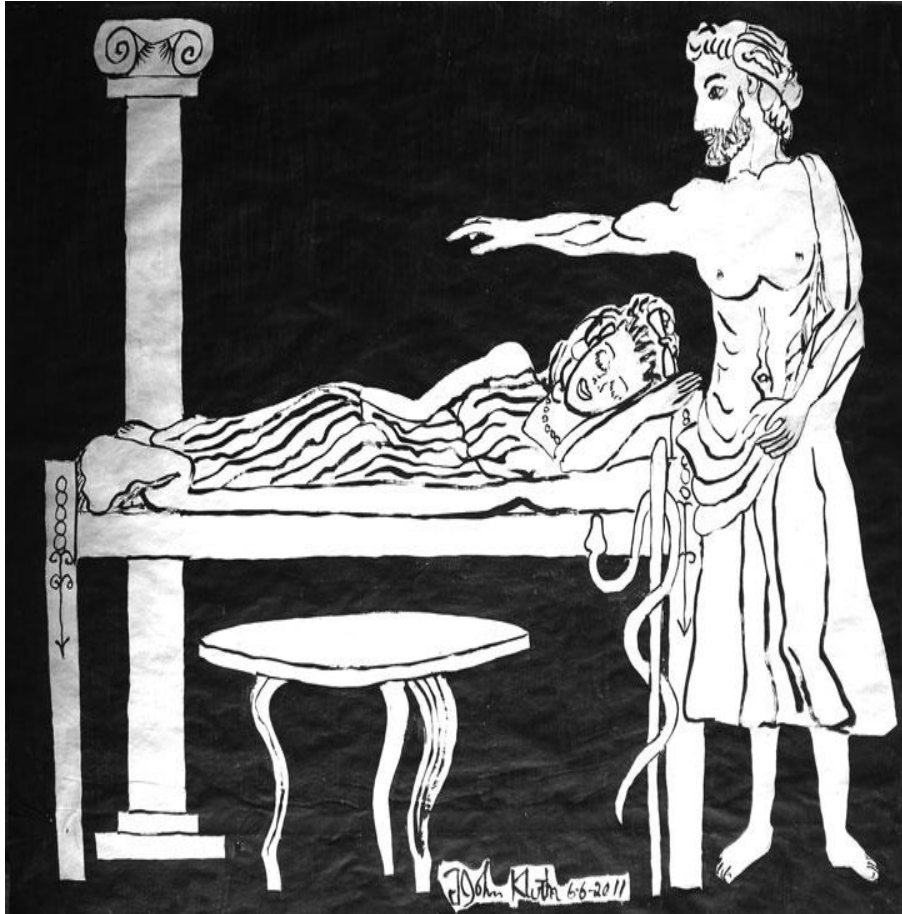
**Dr. Sujit Kumar Kar**

**Associate Professor in Psychiatry**

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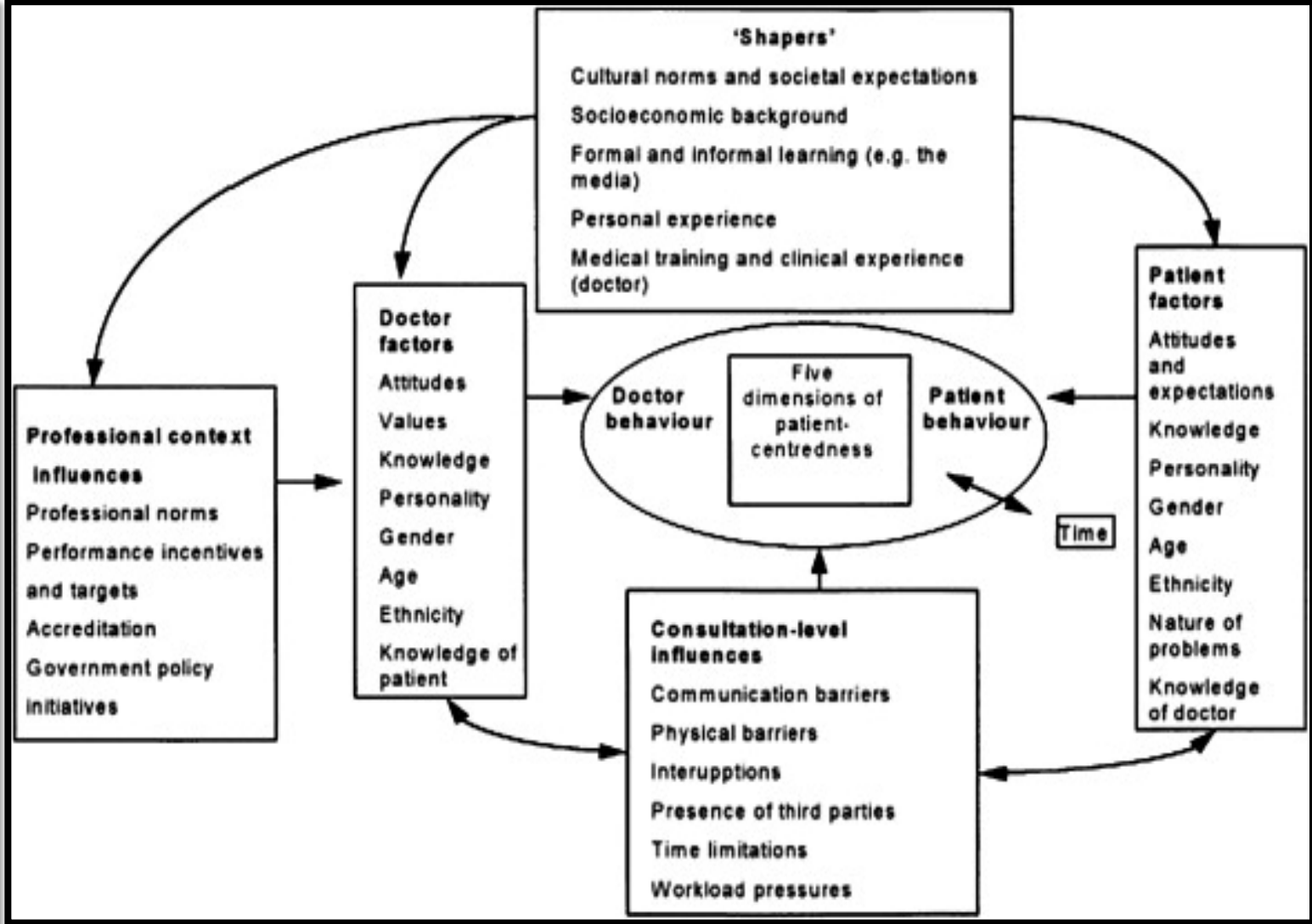
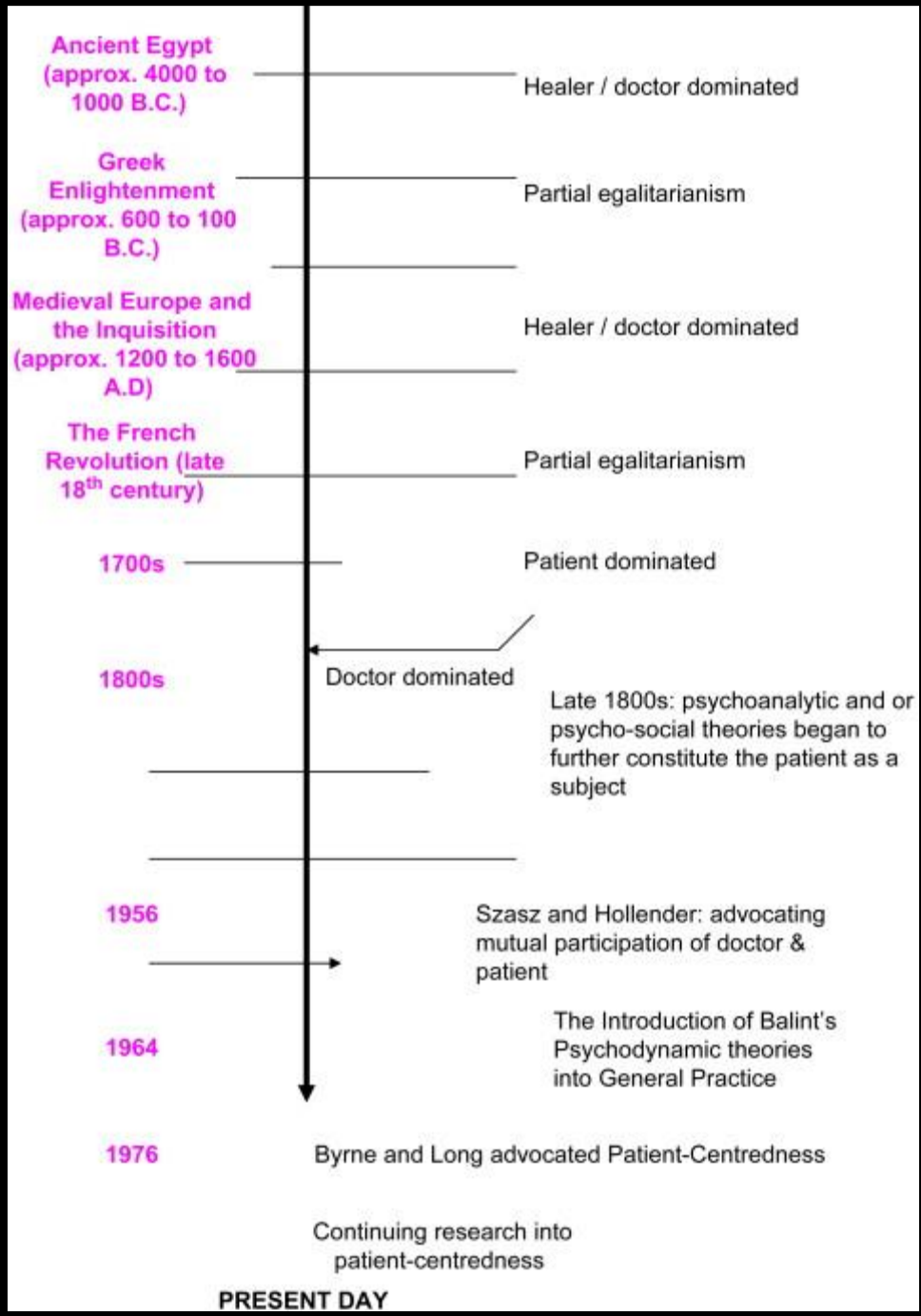
**Lucknow, U.P**

# Doctor-Patient Relationship



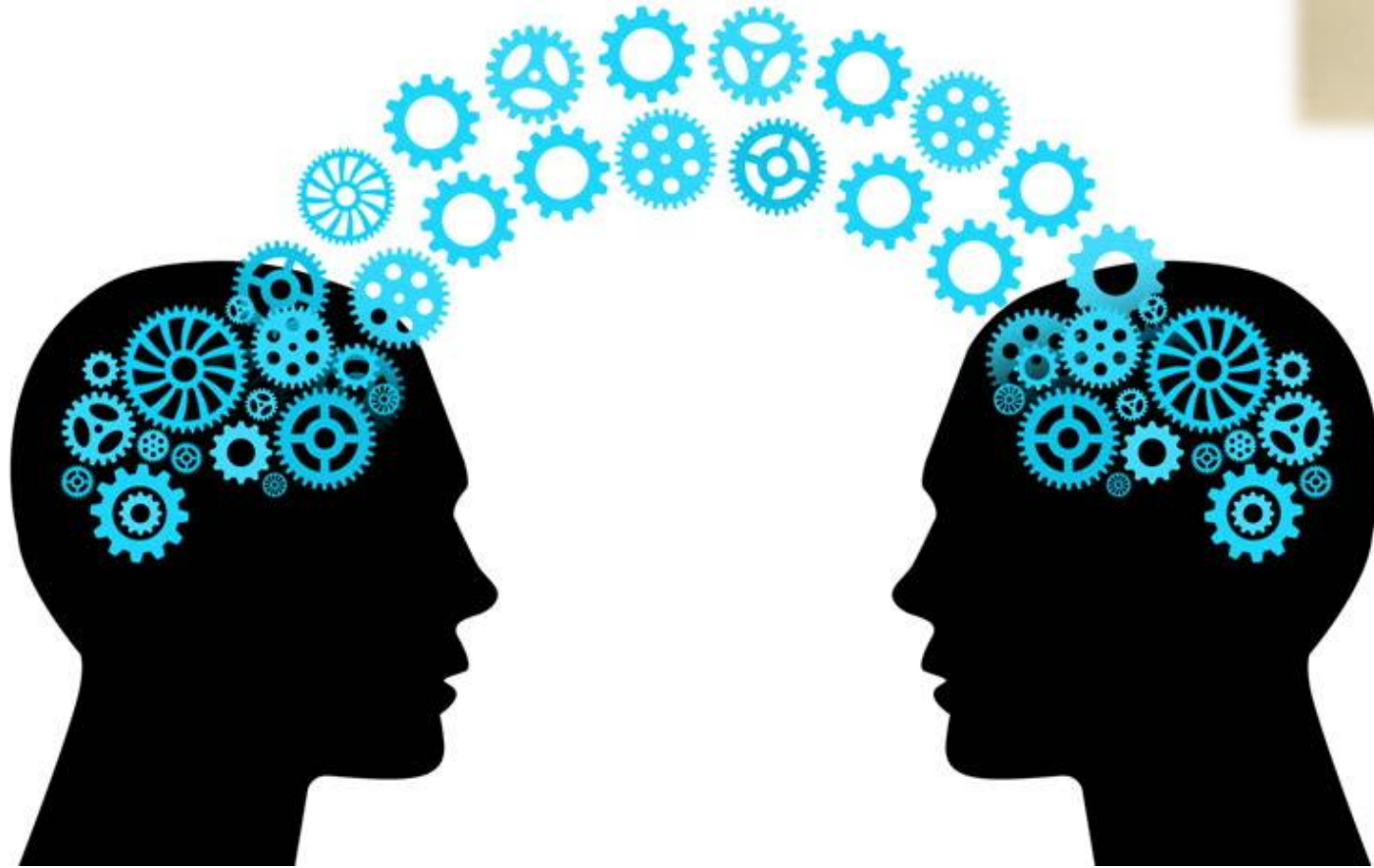
**Rapport  
Styles  
Transference  
Countertransference**





Kaba R, Sooriakumaran P. The evolution of the doctor-patient relationship. International Journal of Surgery. 2007 Feb 1;5(1):57-65.

A good  
relationship  
starts  
with good  
communication.





“The single biggest problem in

**COMMUNICATION**

is the illusion that it  
has taken place.”

**- GEORGE BERNARD SHAW**

**The biggest  
communication problem  
is we do not listen to  
understand.**

**We listen to reply.**

# How to talk?

- Golden rules
  - Don't criticize (deconstruct only when you are able to reconstruct)
  - Complement / Praise when needed
  - Practice what you preach (Demonstrate values and establish the tone)





# Benefits of good communication skills in a therapeutic setting

- Accurate identification of patient's problem
- Better patient (client) satisfaction
- Better understanding about illness, investigations and treatment options by the patient
- Better adherence to treatment by the patient
- Less chances of worry and apprehension by the patient
- Improvement of the wellbeing of the clinician



6 KEY ACTIVE

# LISTENING SKILLS



1. PAY ATTENTION.



2. WITHHOLD  
JUDGEMENT.



3. REFLECT.



4. CLARIFY.



5. SUMMARIZE.



6. SHARE.

# Communication

- Verbal 30%
- Nonverbal 70%
  - Facial expression
  - Gestures
  - Postures
  - Vocal tone modulations
- Flexibility- time, language, understanding levels, context etc



# Explaining the purpose of interview .....

## Interview process serves 3 purposes

Understanding the patient as a whole

Understanding the problems of the patient

Finding a solution for the problem

purpose 





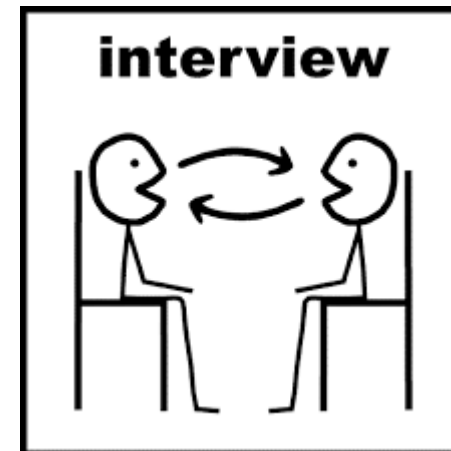
# Explain the process ....

- Before the interview..... Explain that....
  - *I will ask you several questions to understand you and your problem*
  - *I may interrupt you in between to understand things better*
  - *At the end, I can convey you my understanding about your problem and possible solutions*
  - *You will have chance to ask questions as well*



# Setting : Interview room

- Room should be safe and comfortable for the clinician as well as the patient
- Internal arrangements (Entry-Exit, position of chairs/couch, support materials, resources, safety)



# Communication skills used during Interviewing

- Preparation (of Interviewer & Client/Patient)
  - Time , place, information (agenda)
- Structure of interview
  - Opening – Warm Up questions, introduction
  - Body – focusing on the agenda
  - Closing – Summarizing, concluding statement
- Questioning techniques
  - Open ended
  - Close ended
  - Leading
  - Multiple
  - Hypothetical
  - Probing
  - Reflective
  - Behavioral



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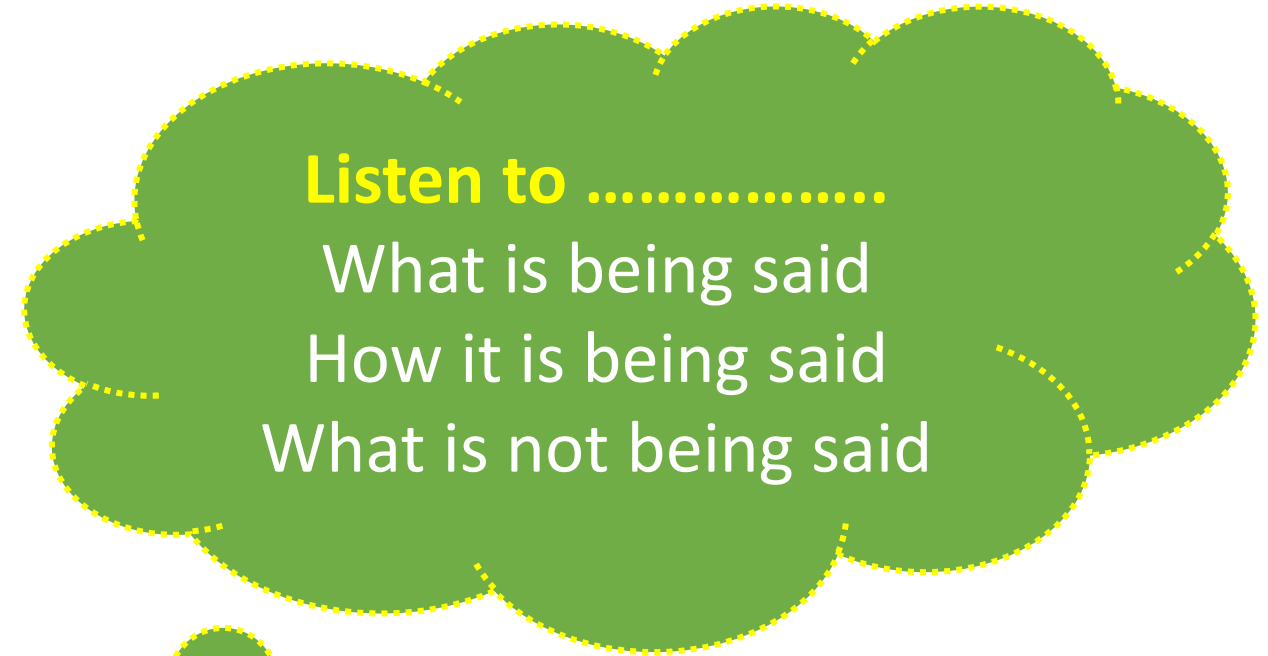
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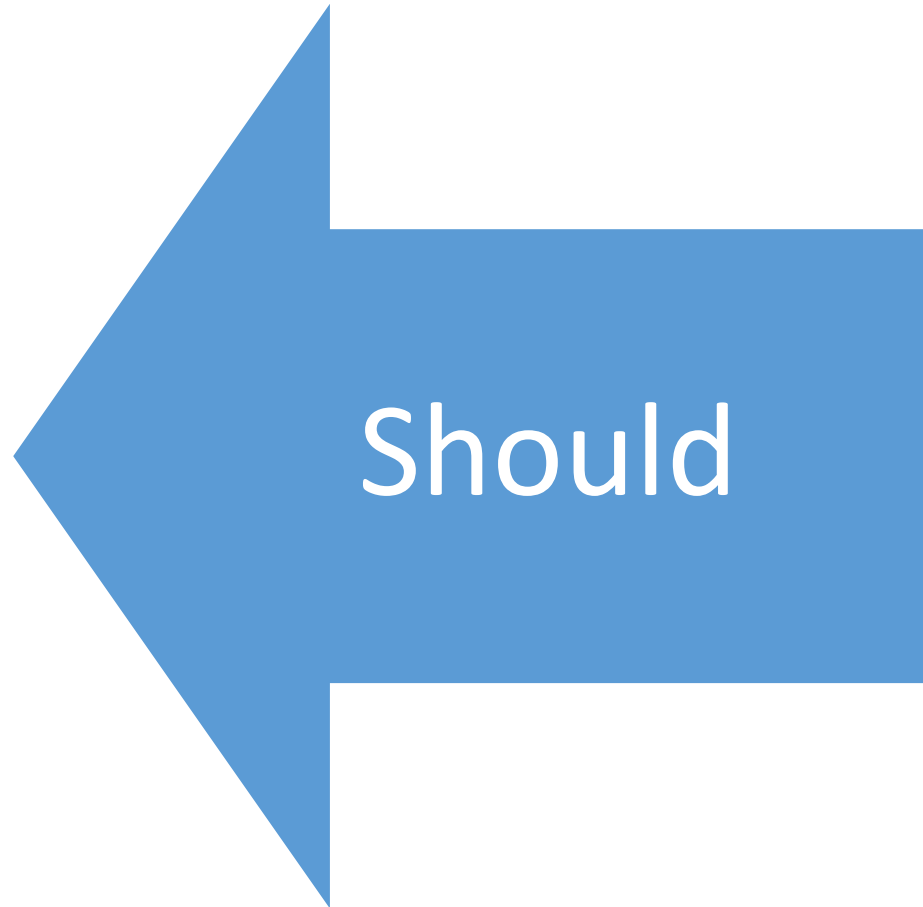
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# Communication skills used during Interviewing



Writing information during interview...



# Ending the interview

- Allow a couple of minutes
- Convey the key messages
  - Paraphrasing the content you heard
  - Explanation of problem
    - Why do you think there is some problem?
    - How common is this problem?
    - How big is this problem?
    - What are the possible outcomes?
    - Treatment options (risks and benefits of getting/not getting treated)
  - Instillation of hope
  - Future plan
  - Thank you/Acknowledgement



# Interviewing: Special situations

- A child
- An uncooperative patient
- A suicidal patient
- A malingerer
- A violent patient

# Setting the time is important

- Remember the SMART goal setting (Specific, Measurable, Achievable, Realistic & Time bound)
- Parkinson's law: *Work expands so as to fill the time available for its completion*
- Limit the time a priori
- Consider attention span of the client

# How to give feedback?

Types	Constructive	Destructive
<b>Positive</b>	Positive & Constructive (Yes... And)	Positive and Destructive (Yes... But)
<b>Negative</b>	Negative and Constructive (No.. Because)	Negative and Destructive (No.)

People learn better with constructive criticism or feedback



Reciprocity  
Authority  
Consistency  
Consensus  
Scarcity  
Liking

Similarity  
Complementing  
Cooperative

- A successful therapeutic interview depends on
  - Empathy
  - Understanding the needs of the client
  - Proper setting of agenda
  - Interviewing style
  - Listening skills





One of the most sincere forms of respect is actually listening to what another has to say.

Bryant H. McGill

*Listening  
is often  
the only thing  
needed  
to  
help someone.*

**Thank  
You**



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