

PATIENT-CENTRED COMMUNICATION

Annie Cushing

Patient-centred communication:

- 1** Underpins patient-centred care which adopts a biopsychosocial perspective, views the patient as a person, shares power and responsibility, builds a therapeutic relationship, and is aware of the patient as a person.
- 2** Encompasses knowledge, attitudes, personal insight, verbal and non-verbal skills to elicit biomedical symptoms and patients' illness perspectives (ideas, concerns, expectations, preferences and feelings) in order to achieve optimum management.
- 3** Can be taught using evidence based approaches such as experiential learning using simulated patients, and using structured models of clinical consultations. Requires responsiveness to patients' preferences for consulting styles, particularly for the amount and type of information to give and for the level patients wish and are able to be involved in shared decision-making.
- 4** Requires an understanding of diversity and how this can affect communication for equitable care, together with a commitment to developing cultural competence.
- 5** Should be incorporated in and adapted to all contexts of clinical communication including tele-health, e-health and electronic health records.

References:

1. Mead N, Bower P. (2000). Patient-centredness: a conceptual framework and review of the empirical literature. *Soc Sci Med.* 51:1087-1110
2. Stewart M, Brown J, Weston W, McWhinney I, McWilliam C & Freeman T (1995) *Patient-centred Medicine: transforming the clinical method.* London Sage.
3. Papageorgiou A. (2016) Models of the doctor-patient consultation. In *Clinical Communication in Medicine.* Brown J, Noble L, Papageorgiou A, Kidd J (eds). Ch 4 pp 21-29. Wiley Blackwell
4. Saha S, Beach MC, Cooper LA. (2008) Patient Centredness, Cultural Competence and Healthcare Quality. *J Natl Med Assoc.* 100(11):1275-1285
5. Rathert C, Mittler JN, Banerjee S, McDaniel J (2017). Patient-centered communication in the era of electronic health records: What does the evidence say? *Patient Education and Counseling* 100: 50-64

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