Communicating with your Healthcare Team

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840A	6055339	Pan	CDDP/5FU/IFN
900A	6086310	Pan	CDDP/5FU/IFN
920A	0639538	Bre	F/U
940A	6085141	Pan	CDDP/5FU/IFN
1000A	0409252	Col	FOLFOX
1020A	4659055	Pan	F/U
1040A	0719890	Pan	Gem/Ox
1100A	1820797	CLL	F/U
1120A	6029083	Pan	Gem/Tax
1121A	2813430	Pan	Gem/Tax
1140A	0798636	MDS	F/U
1200P	3837035	Bla	F/u-restage
1220P	1378648	Mel	F/U
1240P	6026589	Pan	F/U-restage
0100P	6069597	Pan	Gem
0120P	1048800	Cho	F/U-restage
0140P	0661971	Pan	Gem/Tax

Goals of patient - provider interaction

- Build stronger relationship
- Achieve desired patient outcome
- Effective use of time/resources

Patient-Provider communication: 10 Key points

1. You are building a relationship
2. Know yourself
3. Know your provider
4. Prepare
5. Bring backup
6. You are the boss
7. Feelings before facts
8. The internet is NOT wisdom
9. Clinical trials- how do I participate
10. Repetition

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The essence of medicine is the relationship between patients and providers

The patient provider relationship is like any other...

- Providers are people, too !!!
- Providers want their relationship with you to work

But it is also different….

- Providers have <u>many</u> patients
- Subject matter of relationship is emotionally difficult and intellectually complex
- Providers seem to hold "the upper hand"
- Providers have a different orientation
- Providers sometimes speak " a different language"
- There's a time limit to the interaction
- Multiple people involved on both sides

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In building a relationship with your provider, it is important to know yourself…..

- Your goals/ missions in life
- Medical treatment you do/don't want
- How I want to be treated as a person

The Virginia Mason " Know Me" document: Key questions

- Who matters most to me?
- My circle of support is ?
- My goals of care are?
- My greatest hope is ?
- My greatest fear is ?
- Information I need includes?
- My strengths at this time include?
- Obstacles to my care at Virginia Mason include?
- And other questions….

And also know your own personality

- Favored communication style (visual, auditory, kinesthetic)
- Personality types (e.g. Briggs-Myers)

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Doctors love patients who are...

- Motivated
- Organized
- Clear communicators about feelings <u>and</u> facts
- Well-informed
- Take a personal interest in them
- Appreciative

Doctors hate patients who are...

- Repetitively tardy
- Inattentive
- Discourteous to any staff member
- Are perceived as wasting their time
- Argumentative, including among themselves
- Ask provider to have multiple conversations with multiple people

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Think about the meeting with your provider...

- Before your meeting
- During your meeting
- After your meeting

To prepare for your meeting with your provider...

- Set goals/objectives
- Focus agenda... "3 most important issues"
- Assemble a list of questions
- Think about the providers you'll be talking with
- Think about the other members of the health care team and how they might be helpful

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...And get some backup

- A relative or friend
- A tape recorder
- A journal
- Your records
- A knowledge of some medical terms

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During the meeting….

- Remember, you are the boss… be assertive!!!!
- Review your agenda up front… prioritize!!!!
- Express feelings
- Relate facts
- Talk openly about any communication barriers

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You can't deal with the facts until you deal with your feelings

Major barriers to successful meetings with providers

- Emotions
- Perceptions
- Communication

Dealing with emotional barriers

- Understand emotions … yours and theirs
- Make emotions explicit-acknowledge them
- It's OK to "let off steam"
- But not indefinitely
- Use symbolic gestures

Dealing with perceptual barriers

- FEAR = "False Education Appearing Real"-Educate!!!!!
- Put yourself in the providers shoes
- Discuss perceptions
- Understand = Agree
- Look for opportunities to act inconsistent with perceptions

Dealing with communication barriers

- Seek first to understand
- Use "empathic communication technique"
- Speak for a purpose
- Speak for yourself
- Speak in confidence

Tell provider…

- How much factual information you want
- If you want information in words or numbers
- How you will make decisions in your care
- Need for "outside input" (2nd opinion, stop therapy, clinical trial, etc.)

Humor helps a lot !

Communication challenges

- Too little information
- Too much information
- Prognosis / life expectancy
- Divergent care goals
- 2nd opinion
- Alternative therapy
- Displeasure with aspect of care
- Financial / logistical constraints
- Personal issues not directly related to treatment

Use other caregivers, they have different…

- Orientation
- Knowledge
- Communication style
- Personality
- Time constraints

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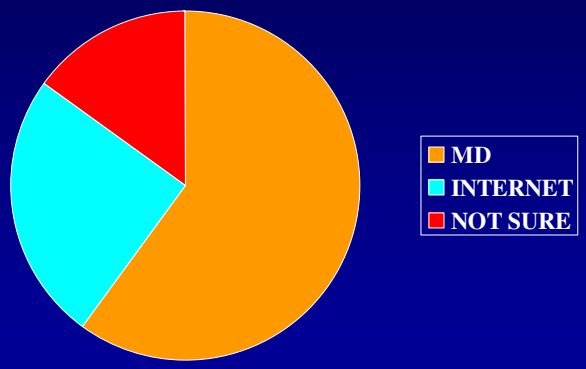
The Internet is not your provider: Who do you trust?



Data to wisdom

Facts = Data

Organized data = Knowledge

Prospective knowledge= wisdom

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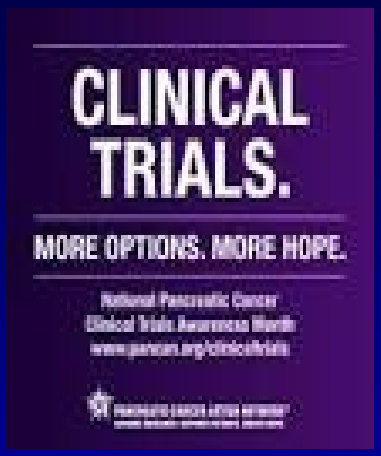
Clinical Trials

- All cancer patients, at any major decision point in care, have the options of standard care, supportive care, or clinical trials
- 2/3 of pancreatic cancer patients are interested in clinical trials
- The best resource for clinical trials for pancreatic cancer I know is through the PALS program



1-877-272-6226

Pancan.org/Facing Pancreatic cancer/
Pancreatic cancer clinical trials/Find a clinical trial

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After the meeting…

- Ask if you can tape record visit
- Review what was said
- Write follow-up questions/clarification
- Take responsibility for communicating with significant others
- Think about how you can improve your communication skills

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Any Questions ????