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The Patient-Clinician Relationship: What Do We Know?

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"I've decided I need to work more on my people skills...they keep getting away."

Disclosures

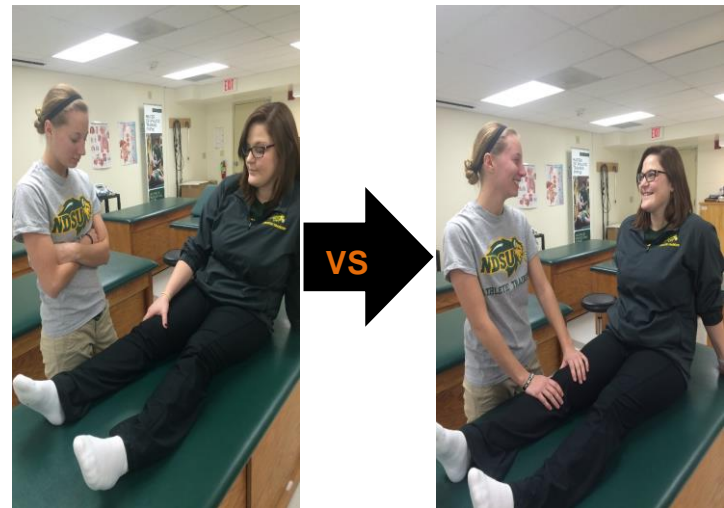
No affiliations or disclosures

Poll Everywhere

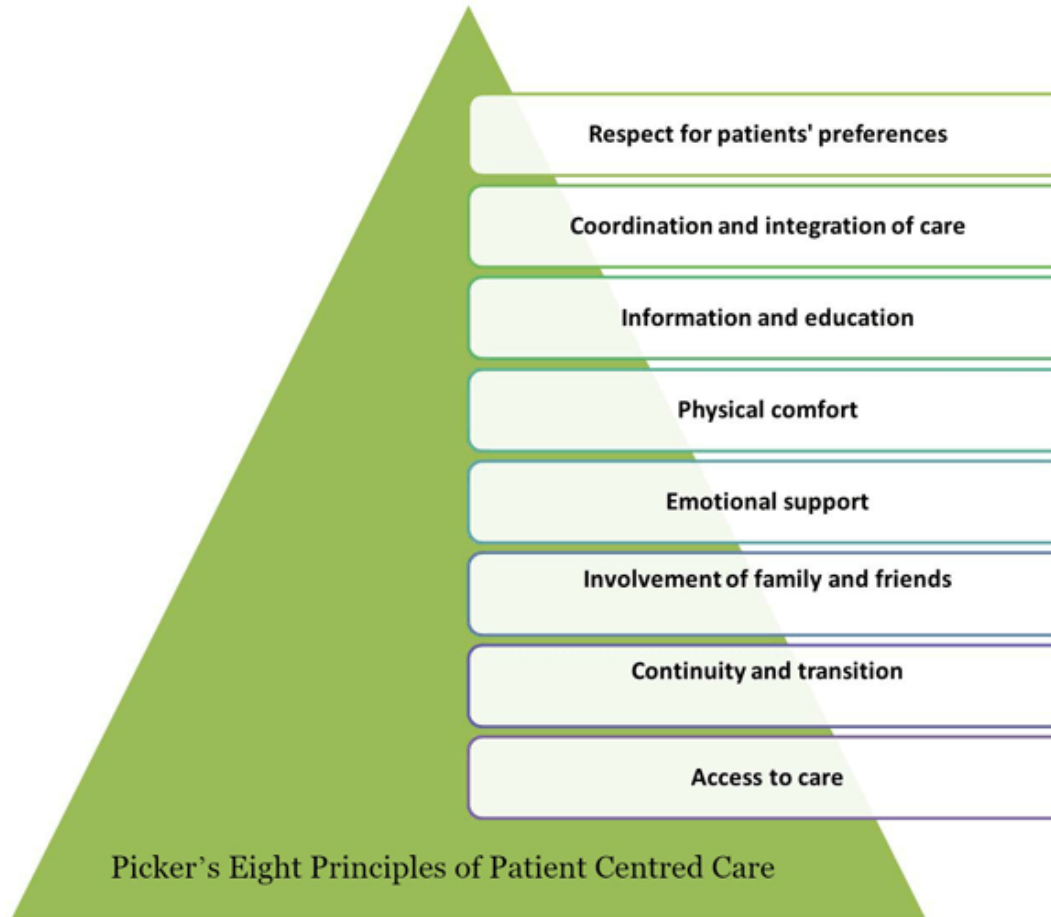
- How to Answer:
 - Text Sdavid770 to 37607 to join
 - Then text an answer to each question

Why is the Patient Clinician Relationship Important?

- Adherence
 - Clinic Setting: 40 to 90%¹
 - Athletic Setting: 63%²
- Outcomes^{3,4}



Patient Centered Care⁵



Characteristics of Relationship⁶

Positive Traits	Negative Traits
Outgoing	Introverted
Genuine in interactions	Uninterested
Empathetic	Not personable
Attentive	Inattentive
Flexible with schedule	Inflexible
Create challenging exercises	No creativity
Able to separate roles	Unable to maintain professional
Motivating	relationships
Confident	
Positive Attitude	
Trustworthy	
Passionate about Profession	
Comforting	
Consistent	
Accommodating	
Patient	
Informative	
Helpful	
Doesn't play favorites	

TRUST

EMPATHY

Trust – Health Care Definitions

- “A relationship between two individuals where one individual is vulnerable to decisions made by the other”⁷ (p. 1421)
- “a patient’s set of beliefs and expectations that a physician will behave in a credible way”⁸ (p. 1092)

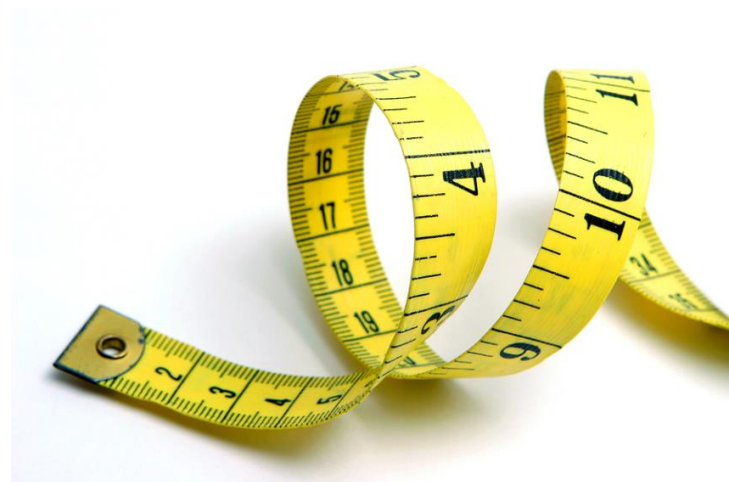


AT Trust – Definition

“Trust is a belief (and/or a feeling) that an athletic trainer has the patient’s best interest in mind and that therapy, and any associated information provided during therapy, will help the patient return to activity.”⁹

Trust - Measurement

- Trust in Physician's Scale⁸
- Patient Trust Scale¹⁰
- Trust in Nurses¹¹
- Working Alliance Inventory¹²



AT Trust - Measurement

- Patient AT Trust Instrument¹³
 - Valid for:
 - DI Patients
 - DII Patients
 - DII Patients
 - NAIA

AT Components of Trust^{9,13}

- Attributes
- Interactions
- Relationship
- Experience

AT Components of Trust^{9,13}

- Attributes
 - Clinical Competence
 - Individualized care
 - Attentive
 - AT Confidence
 - Patience
 - Professionalism
 - Knowledge of Sport
 - Education



AT Components of Trust^{9,13}

- Interaction
 - Communication
 - Patient Education
 - Nonverbal Communication
 - Feedback



AT Components of Trust^{9,13}

- Relationship
 - Personal Connection
 - Approachability
 - Reputation
 - Fidelity
 - Team Work
 - Environment



AT Components of Trust^{9,13}

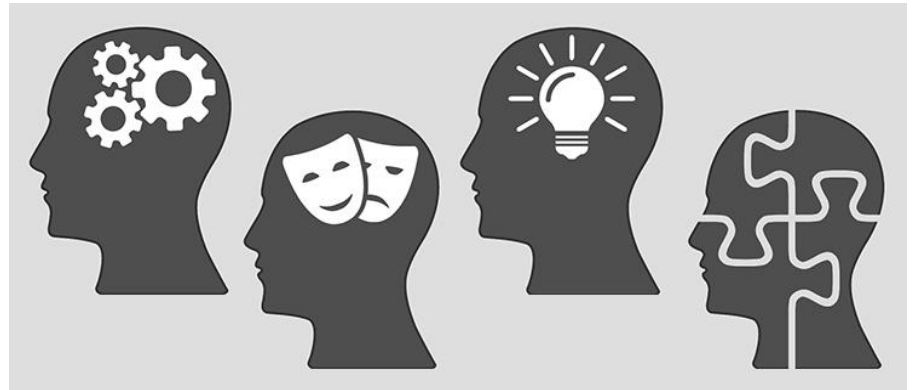
- Experience
 - Access
 - Outcome of Intervention
 - Previous Experiences

AT Trust & Gender¹⁴

- 150 of 178 participants reported “no preference” in gender
- Significant differences when working with opposite gender
 - Comfort
 - Communication
 - Trust

AT Trust & Personality¹⁵

- Myers-Briggs Type Indicator
 - **Sensing** & Intuition
 - **Thinking** & Feeling
 - Introversion & Extroversion
 - Perceiving & Judging



Empathy - Definition

- “Combines the health care professional’s commitment to understanding the patient’s experience followed by the ability to communicate the meaning of the patient’s experience by listening attentively and reflecting it back to the patient.” ¹⁶

Empathy - Components

- Competence
 - Technical¹⁷
 - Relational¹⁸



AT Components of Empathy¹⁹

Pattern	EMPATHY				
Themes	Advocacy	Approachability	Communication	Competence	Access
Codes	Fidelity	Comfort	Verbal	Patient Education	Resources
	Patient Priority	AT Demeanor	Ability to Listen	Perceived Knowledge	Wait Time
	Absolute Worth	Personal Connection	Understand		Time of day
			Responsive		
			Nonverbal		
			Body Language		
			Presence		
			Attentiveness		

Improvement Strategies

- Focus Teaching Opportunities²⁰⁻²³
 - Soft skills
 - Communication
 - Attitude
 - Teamwork
 - Networking
 - Problem Solving/Critical Thinking
 - Professionalism

Improvement Strategies

- Interviewing Patients²⁰
 - Helpful attitude
 - First impression
 - Provide support, confidence and comfort
 - Good timing
 - Avoid interruptions
 - Careful listening

Improvement Strategies

- Interviewing Patients (cnt)²⁰
 - Artful phrasing
 - Right type of questions
 - Proper terminology
 - Appropriate gestures



Improvement Strategies

Active Listening²⁰

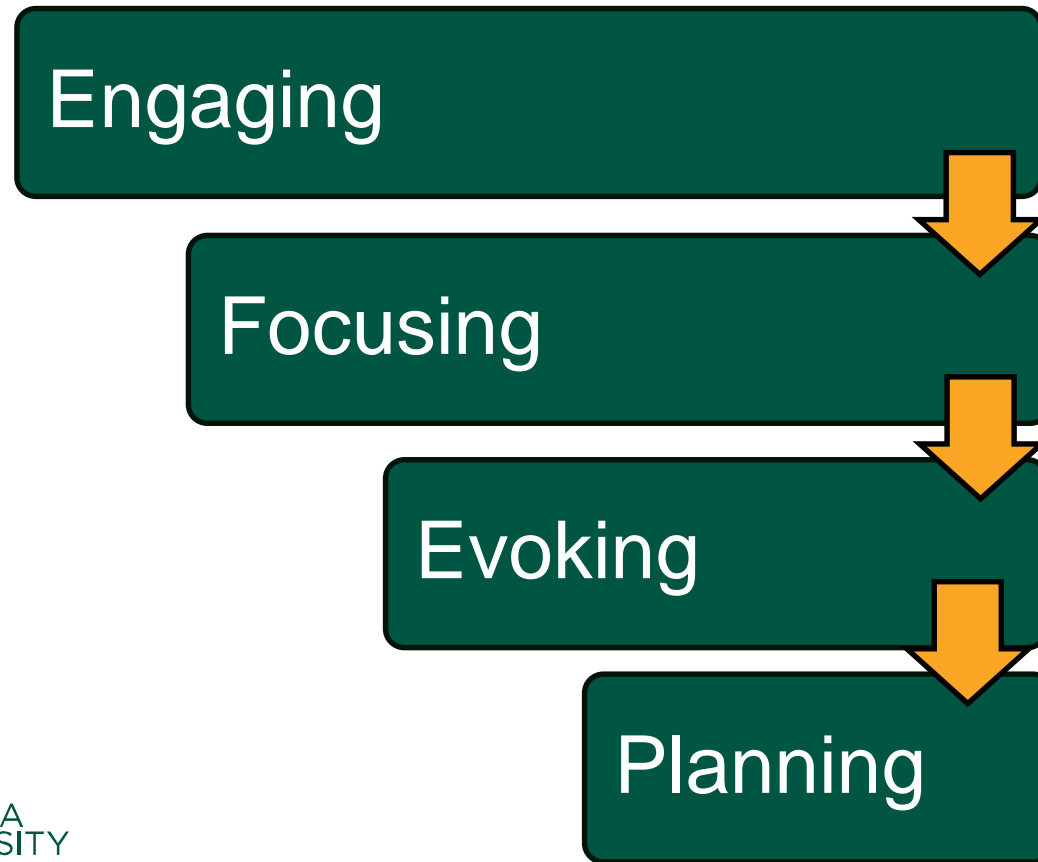
- Restatement
 - Repeating words of the speaker as you have heard them
- Reflection
 - Verbalizing both the content and the implied feelings of the sender
- Clarification
 - Summarizing or simplifying the sender's thoughts and feelings and resolving confused verbalizations into clear, concise, statements

Improvement Strategies²⁰

- Adolescents
 - Sensitive to changes
 - Gay, lesbian, bisexual, transgendered youth
 - Mental Illnesses
 - Parental Impact
 - Boundaries and control
- Older Patients
 - Traditional upbringing
 - Last name
 - Shake hands
 - Good eye contact
 - Makes small talk about family or weather
 - Spend the time up front
 - Effective communication

Improvement Strategies

- Motivational Interviewing²⁴⁻²⁵



Questions?



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