

Communicate CARE INTERVIEW

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Communicate

Clearly (verbal and nonverbal)

Attentively (listen and observe)

Responsively (empathy and assistance)

Engaging (person first and others as appropriate)

WHEN YOU

Initiate Session and **I**ntroduce Self

Negotiate an Agenda

Talk through Concerns

Explore Patient's Perspective

Request Caregiver's Perspective

Verify and **V**alidate Concerns

Inform

Establish Plan

Wrap-Up

*Adapted from the Bayer-Fetzer Kalamazoo consensus framework: the HMS Communication Skills Tool

Communicate **CARE** when you **INTERVIEW**

Prepare

- Review available information and accommodate physical, cognitive, communication limitations
- Consider sensitivities (sound, lights, smells, commotion, etc) and adjust (preferred appointment times, comfortable and safe environment)
- Utilize checklists, questionnaires, documented collateral information to assist with interaction and streamline the appointment.
- Be aware that expressive language may not be congruent with receptive language or comprehension

Communicate **CARE**

Clearly (verbal and nonverbal)

Determine the patient's preferred method of communication

Verbal

Choose appropriate language:

- Short words, simple sentences (avoid jargon)
- Concrete language i.e. "show me"; "tell me"; "I'm going to..." (versus abstract language)

Explain clearly

- Speak slowly with frequent pauses (versus speaking louder)
- Repeat and rephrase questions when needed
- Check understanding—"can you tell me how you understand what I just said?"

Non-Verbal

- Use eye contact, facial expressions and body posture to demonstrate care and concern
- Use visual aids i.e. pictures, written words, technology, gestures
- Act or demonstrate procedures

Attentively (listen and observe)

- Allow enough time for answers.
- Be sensitive to verbal communication, vocal cues, changes in body language or signs of distress (avoid excessive note taking)
- Confirm perceptions of body language (may be difficult to read with differences in muscle tone).
- Tell the patient when you have understood, and if you require clarification.

Responsively (empathy and assistance)

- Respond to content and emotion empathically.
- Show warmth and positive regard.
- Where problems are identified, seek solutions and provide agreed upon assistance.

Engaging (the person first and others as appropriate)

- Ask the patient's permission to involve caregiver.
- Use caregivers to better understand the biopsychosocial context.
- Ensure opportunity for the patient to verify and supplement information provided (avoid talking to an adult as though they are not capable or not present)

When you INTERVIEW

Initiate Session and Introduce

- Introduce self and role
- Greet patient, establish rapport, put the person at ease.
- Ask simple introductory questions (based on communication profile/preference of the patient).
- Invite patient to introduce caregiver (if present).

Negotiate an Agenda

- Identify/explain the purpose of the encounter
- Elicit patient's full set of concerns
- With permission from the patient, ask caregiver if they have concerns
- Negotiate priorities and establish framework for the encounter

Talk through Concerns

- Gather information (biomedical and background)
- Transition from open to closed questions
- Facilitate and clarify ("tell me more", "help me to understand that")
- Summarize and explain transitions when guiding the interview

Explore Perspectives

- Person's understanding of the problem(s)
- Use nonverbal means to facilitate mutual understanding (visuals/pictures, written words, signs, gestures etc.)
- Ask about feelings, ideas, functions and expectations (FIFE); respond empathetically

Request Caregivers Perspective

- Explore caregivers' understanding of the problem(s)
- Ask about feelings, ideas, functions and expectations (FIFE)
- Complete the biopsychosocial perspective

Verify and Validate Concerns

- Summarize and check understanding
- Provide opportunity for clarification

Inform

- Share your understanding
- Provide the appropriate amount and type of information; pause frequently to avoid overloading information
- Summarize and check understanding

Establish Plan

- Incorporate the patient and caregiver's perspective
- Explain options, risks and benefits
- Assess patient's capacity to understand and make informed decisions; facilitate shared decision-making

Wrap-Up

- Summarize session
- Check for further questions/concerns or missed information and discuss follow-up