

# Promoting Patient-centred Practice. Is collaboration central?

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# Patient centred consultation

## Process:

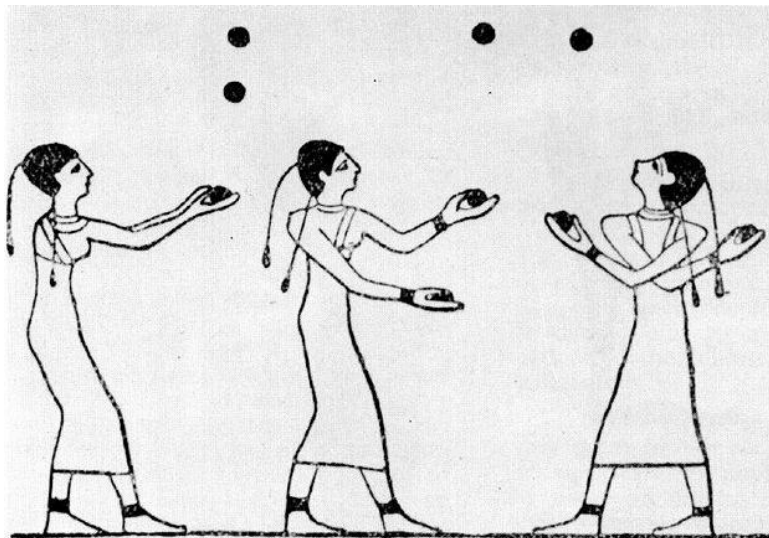
Juggler metaphor (3 balls)

3 processes with 3 values

- Facilitation (listening)
- Clinical reasoning (thinking)
- Collaboration (respect)

## Content:

- **S**ubjective
- **O**bjective
- **A**ssessment
- **P**lan



# Facilitation

- Rapport – show unconditional respect
- Uncovering the patient's story & agenda
- Enable expression, active listening
- Apply across subjective, objective, assessment, plan

# Clinical reasoning

- Apply clinical skills expertly
- Doctor's agenda
- Collaborative reasoning
- Evidence Based vs Evidence informed
- Merging rational with reality

# Principles of Collaboration

- Respect
- Joint knowledge creation
- Information rather than power
- Build networks
- Individual effort

# Steps for collaboration

1. Agree on / negotiate assessment (diagnosis)
2. Elicit / Explain management options
3. Mutual decision making
4. Aim for level of participation that the patient prefers
5. Look out for differences between patient and doctor: do negotiation

# Negotiation steps

- Recognise difference
- Value difference
- Verbalise and clarify difference
- Understand difference
- Find areas of agreement
- Find solution
- Maintain relationship
- Arrange follow-up

# Linear

- Subjective (open) → Facilitation
  - Subjective (focused)
  - Objective
  - Assessment
  - Plan → Collaboration
- Clinical reasoning
- 
- ```
graph LR; A[Subjective (open)] --> B[Facilitation]; B --- C[Subjective (focused)]; C --- D[Objective]; D --- E[Assessment]; E --- F[Plan]; F --> G[Collaboration]; C --- H[Clinical reasoning];
```



# Linearity vs Complexity

- Which is easier to teach?
  - What do we lose?
  - “Useless” intellectual knowledge
- vs
- practical experiential wisdom
  - Implementable skills & strategies

# Collaboration / Shared decision making

- Is it the same?
- What are the differences?
- Is this central?
- Key to person centred medicine?

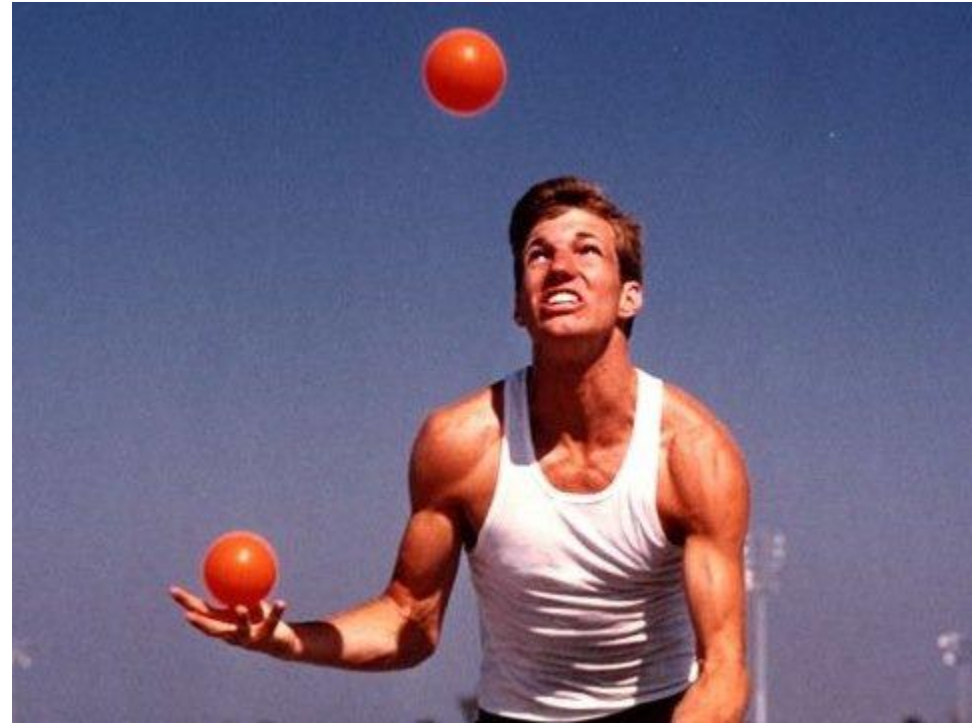
# Collaboration

- Complex and dynamic
- Comprehensive – covers the whole consultation. Assessment and decision making and way forward

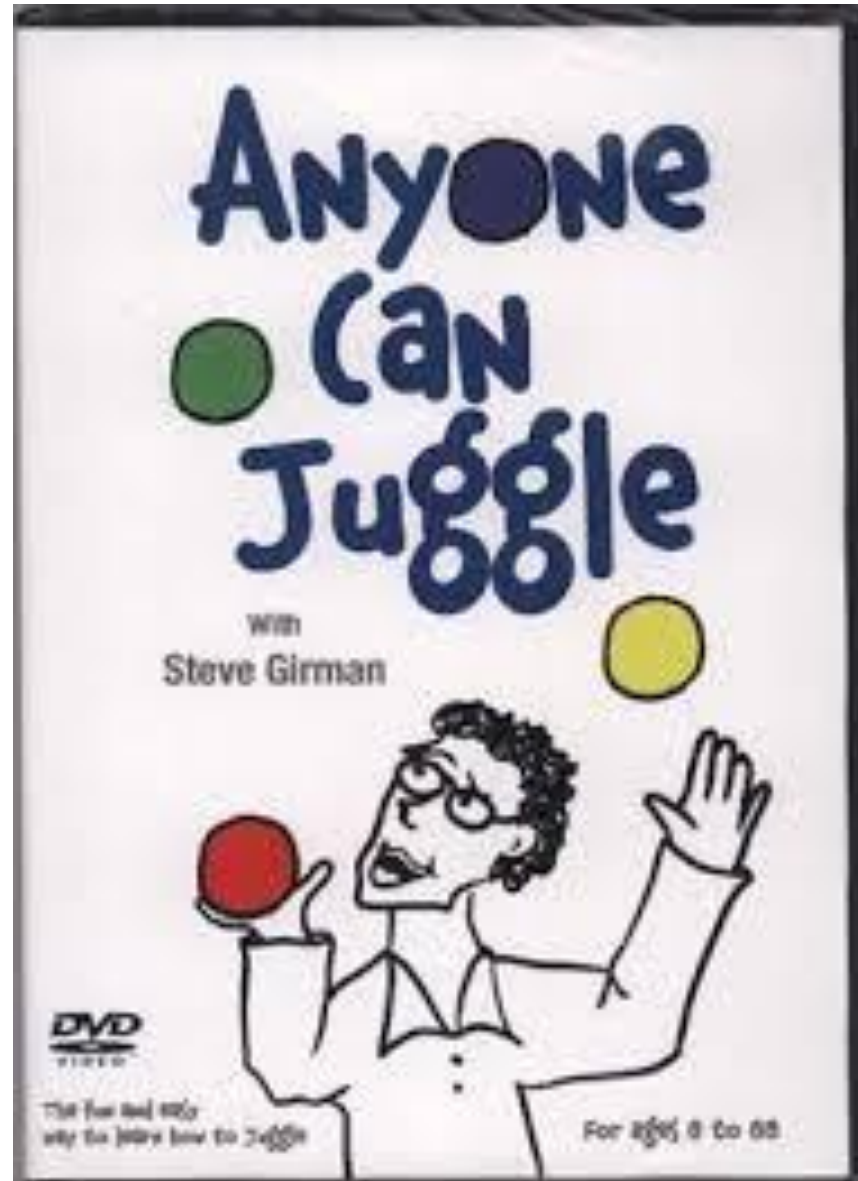
## Merging:

- Patient Centred Medicine  
and
- Evidence Based Medicine

# Juggling is not easy



But you can learn it



# Collaboration by Associate Clinicians

- Do Associate Clinicians have more time with patients?
- Can Associate Clinicians be excellent in collaborative practice?
- Are there less barriers to collaborative person centred practice for Associate Clinicians?
- Distance between the patient and the healthcare provider

# Draft tool to measure collaboration

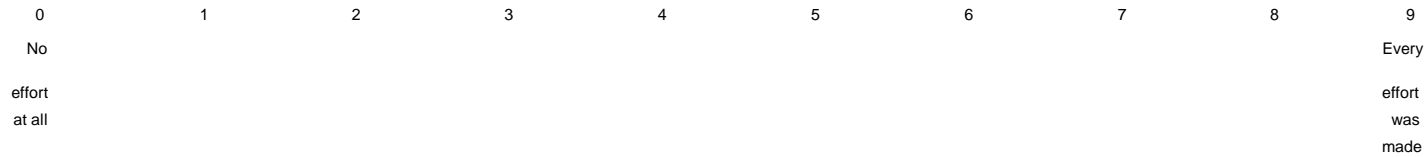
Based on the OPTION scale

| Statements                                                                                               | Poor |   | Excellent |   | N/A |
|----------------------------------------------------------------------------------------------------------|------|---|-----------|---|-----|
|                                                                                                          | 1    | 2 | 3         | 4 |     |
| 1. The clinician makes the 3 stage assessment clear to the patient.                                      |      |   |           |   |     |
| 2. The clinician reaches agreement with the patient about the assessment.                                |      |   |           |   |     |
| 3. The clinician shares management options with the patient.                                             |      |   |           |   |     |
| 4. The clinician explains the advantages and disadvantages of the management options.                    |      |   |           |   |     |
| 5. The clinician explores the patient's ideas, concerns and expectations (ICE) about management options. |      |   |           |   |     |
| 6. The clinician explores the patient's preferred level of participation in decision making.             |      |   |           |   |     |
| 7. The clinician and the patient agree on the management plan.                                           |      |   |           |   |     |
| 8. The clinician negotiates follow up                                                                    |      |   |           |   |     |
| 9. The clinician skilfully negotiates differences of opinion, if any.                                    |      |   |           |   |     |

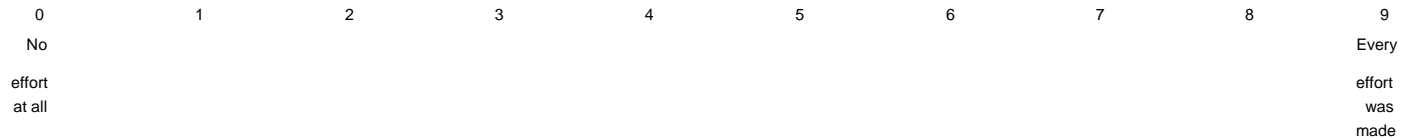


Thinking about the appointment you have just had ...

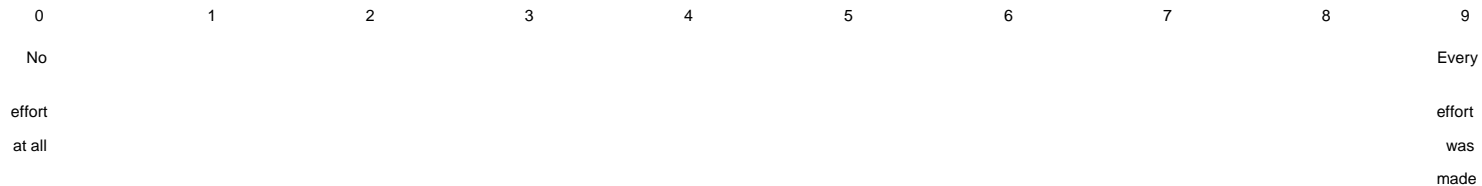
### 1. How much effort was made to help you understand your health issues?



### 2. How much effort was made to listen to the things that matter most to you about your health issues?



### 3. How much effort was made to include what matters most to you in choosing what to do next?



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# Questions

- How do you think students and clinicians should learn collaboration?
- Which measuring tool will be easiest to use?
- Which measuring tool will be most educational?
- Would the measurement tools be useful as a reflection tool in learning?

# Role play in a fish bowl (10 – 20 students)

- One student play real patient s/he had assessed.
- One student play healthcare professional
- Explaining the setting (eg OPD / casualty / ward), age and gender of the patient before role play.
- 3 processes through the whole consultation :
  - Facilitation
  - Clinical Reasoning
  - Collaboration
- Facilitated Feedback – patient first, then HCP, then group

# Role play in a fish bowl

- When stuck “pause”
- Advice from audience and facilitator
- Press “play”
- Physical examination: “Pause”
- Facilitator or patient give findings
  
- OR: Use video of a student or HCP seeing a real patient

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