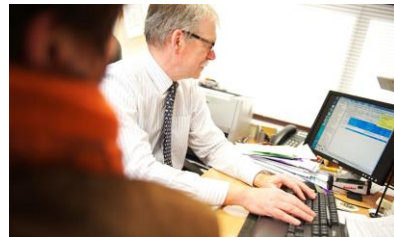


Listening to the consumer voice: What does healthy dialogue look like in 2015?

A/Prof Natasha Michael MBChB FRACP FChPM MRCPI MRCGP
MSc

Director of Palliative Medicine
Cabrini Health

The Medical Consultation



How did patients become consumers?

- Sending a price signal to 'consumers'
- ACSQH – Quality and safety
 - duty to inform patients and families of benefits, burdens and risks
 - Patient has primary decision making rights
- Premise that healthcare is a commodity

I want has eclipsed I ought



The Patients Rights

- Right to full information and to make informed decisions
- Right to refuse and determine treatment
- Right to confidentiality, courtesy and respect
- Right to a responsive service

What helps the doctor? The Patients duty

A healthy dialogue to help patients with.....

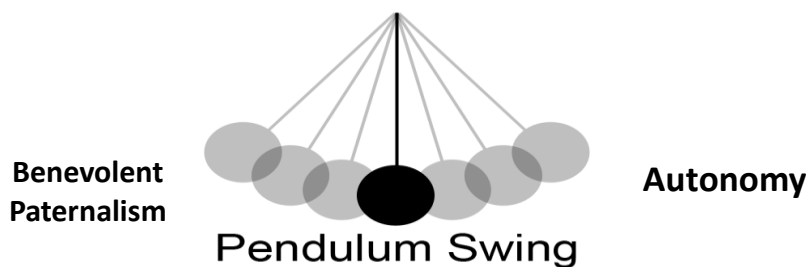
- Receiving bad news
- Handle emotional impact of (life threatening) illness
- Understand and retain complex information
- Communicate with multiple health professionals
- Understand statistics related to outcomes / prognosis
- Deal with uncertainty whilst maintaining hope
- Building trusts to maintain long term clinical relationships
- Make treatment related decisions
- Adopt health promoting behaviours

2007.

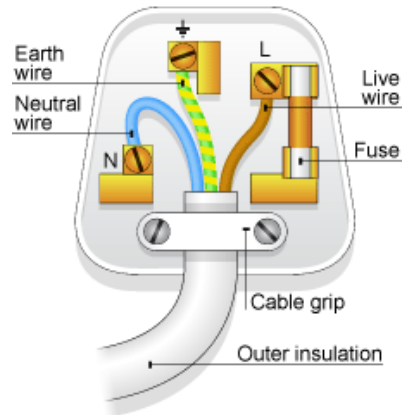
Epstein RM, Street RL. Patient-centered Communication in Cancer Care. Promoting Healing Reducing Suffering.

NCI

The Swinging Pendulum



Is there a role for Medical Paternalism



Consultation to Conversation

- **Consultation** a meeting with an **expert or professional** to get **advice** or discuss a problem
- **Conversation** a **talk** between two or more people, usually a **private** and **informal** one

A conversation or discussion is like a journey, with the speakers going from one place to another

Achieving Convergence in Communication

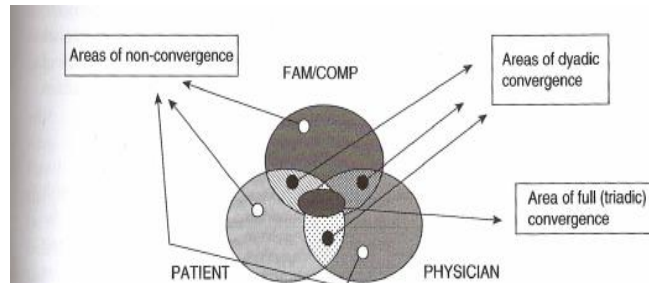


Fig. 14.1 Convergence/Non-Convergence Model of Physician-Patient-Family/Companion Communication (adapted from Rogers and Kincaid, 1981).

Dialogue, conversations, communication

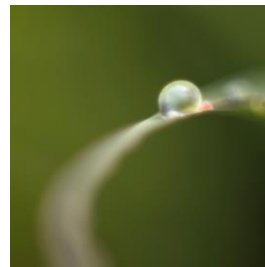
- Training clinicians
- Training patients

Why is convergence essential?



- Conundrum of multiples
- 'Daughter from California'
- The caregiver as a patient
- Who is left with the legacy of how we care?

The curveball



But what is a health dialogue truly about?

- The absolute inseparability of the living body and life itself : the enigma of health

Personhood is
highly soluble
within patienthood



The Container and the Contents



Physicians and Communication

- Physicians focus on biomedical topics
- Physicians frequently fail to recognize cues about emotional or psychosocial concerns
- Physicians miss empathetic moments

"To the typical physician, my illness is a routine incident in his rounds while for me it's the crisis of my life. I would feel better if I had a doctor who at least perceived this incongruity....."

"I wish he would give me his whole mind just once, be bonded with me for a brief space, survey my soul as well as my flesh, to get at my illness, for each man is ill in his own way"

Anatole Broyard

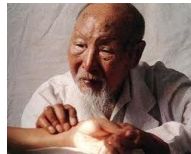
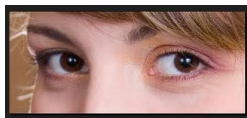


Bedside Skills – the Art and Craft of Medicine



“The art of medicine is in observation. But to educate the eye to see, the ear to hear and the finger to feel takes time, and to make a beginning, to start a man on the right path, is all that we can do.”
- Sir William Osler, 1903.

Essential Tools



Virtue of True Compassion

- *Affective* aspect – we feel with others
- *Cognitive* aspect – we have a particular insight into the situation of others
- *Conative* aspect – we are moved to act on behalf of others

A relational approach to a healthy dialogue

Engagement
Mutual respect
Embodiment
Environment

Personal vs. Relational Autonomy

What is this thing called hope

“multidimensional dynamic life force characterised by a confident yet uncertain expectation of achieving a future good which, to the hoping person, is realistically possible and personally significant”

The Deteriorating Body

- **The Past** – *From Life in **Wellness** to a Life in **Illness***
- **The Present** – *The **Bodily Changes** Take Up **All Time***
- **The Future** – ***Death** Becomes the Reference Point*

Lindqvist O, Windmark A, Hyden L. Time and Bodily Changes in Advanced Prostate Cancer: Talk about time as death approaches. *J Pain Symp Manag.* 2008;36(6):648-656.

“Learning to communicate really requires a different kind of teaching, a different kind of teacher, and a different kind of learning experience.....”

