Video feedback as a means of improving patient encounter with all categories of health care professionals in primary care

Project in progress

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Eksjö Primary Care Centre

Overview of the workshop

The Kalymnos course
The ”PRACTICAL” concept
The ”Window” method
Our plans
Your ideas
Kalymnos
Greece

September
2010

PRACTICAL (De 9 F’en)

1. Prior to consultation (Före)
2. Relationship (Förhållandet)
3. Anxieties (Föreställningar, farhågor, förväntningar,)
4. Common language (Förståelse)
5. Translating (Fördjupning, förklaring)
6. Interaction (Förhandling)
7. Converting insight into action (Förhindra, främja)
8. Agreement check (Följa upp)
9. Leave from consultation – OK? (Färväl)
### The Patient’s Part

1. **Prior, the patient’s story**
   - **Före**

2. **Relationship, permission**
   - **Förhållandet**

3. **Anxieties, ideas, concerns, expectations**
   - **Föreställningar, Farhågor, Förväntningar**

### The Doctor’s Part

4. **Common language, summarize, check of health belief**
   - **Förståelse**

5. **Translating to world of medicine, verbal or physical examination**
   - **Fördjupning, Förklaring**
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>Interaction, negotiating what to do</td>
</tr>
<tr>
<td>7.</td>
<td>Converting insight into action</td>
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<td>8.</td>
<td>Agreement check, safety netting</td>
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<td>9.</td>
<td>Leave from consultation, time for reflection</td>
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**Common part:**

**mutual understanding**

**Sophieholm**

Eksjö

Sweden

October 2010
Patient-centredness

1. A bio-psycho-social perspective
2. ”The patient as a person”
3. Sharing power and responsibility
4. The therapeutic alliance
5. ”The doctor as a person”

Larsen and Risör’s ”key-questions”

1. What makes you come/call right now?
2. Tell me about your thoughts
3. What are your worries?
4. What help do you want from me?
**The ”Window” method**

<table>
<thead>
<tr>
<th>The person</th>
<th>The colleagues</th>
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<tr>
<td>1. Meeting this patient makes me feel...</td>
<td>2. Placing myself in your situation makes me feel....</td>
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<td>3. I think it worked well when I did/said....</td>
<td>4. I think it worked well, when you did/said...</td>
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<td>5. I wish I had done this... differently</td>
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Change is difficult behind bulletproof glass

The "Window" method

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Open the window

Eksjö Primary Care centre

and many more
”The chain of care”

- Telephone nurse
- Secretary at the reception desk
- General practitioner
- Laboratory personel
- District nurse
- Nurse assistant in home care
- Physiotherapist, occupational therapist, counselor, psychologist

The telephone nurse
**Anxieties – (3. F’et)**

Ideas, Concerns and Expectations
(Föreställningar, Farhågor och Förväntningar)

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**Malterud’s ”key-questions”**

1. What is the reason that you call/come today?
2. What are your own thoughts about what is wrong?
3. What do you think caused your problems?
4. Is there something that you worry especially about?
5. What would you like me to help you with?
Strategies for listening

- Show non-verbal “openness”
- Be curious and exploring
- Free yourself from your own ways of looking at things
- Take your point of departure in what has been said
- Sum up
- Make pauses
- Listen to both content and emotions

Strategies for not listening

- Leading questions
- Argumentation, moralization, convincing
- Putting forward own views
- Giving advice
- Minimizing and comforting
- Interrogation
The reception desk

The telephone nurse
Agenda

• 8-10 Plenary session: videos, GP+patient, introduction and practicing feedback
• 10-16 2 Groups consisting of all professions with group facilitator: Video and feedback on recorded material: Telenurse, reception, laboratory, district nurse and nurse assistant
• 16-17 Plenary session, evaluation and discussion

The project time plan

April-August: recording videos
September-October: editing videos
November: the 2 similar training days
Information at the reception desk

Liza and Barbro in the laboratory
Catrin Blomstrand is resident doctor by assisting and describing our project she makes her quality improvement project

And now we want your help!

Please
...our window is open