Learning and Teaching an Evidence-Based Method for Patient-Centered Interviewing
“Learning and Teaching an Evidence-Based Method for Patient-Centered Interviewing”
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5-STEP PATIENT-CENTERED INTERVIEWING

**Step 1** Setting the stage for the interview

1) Welcome the patient.
2) Use the patient’s name.
3) Introduce self and identify specific role.
4) Ensure patient readiness and privacy.
5) Remove barriers to communication.
6) Ensure comfort and put the patient at ease

**Step 2** Chief complaint/agenda setting

7) Indicate time available.
8) Indicate own needs.
9) Obtain list of all issues patient wants to discuss; e.g. specific symptoms, requests, expectations, understanding.
10) Summarize and finalize the agenda; negotiate specifics if too many agenda items.

**Step 3** Opening the HPI

11) Open-ended beginning question
12) Nonfocusing open-ended skills (attentive listening): silence, neutral utterances, nonverbal encouragement
13) Obtain additional data from nonverbal sources:
   - Nonverbal cues
   - Physical characteristics
   - Accoutrements
   - Environment

**Step 4** Continuing the Patient-Centered HPI

14) Physical Symptom Story
   *Description of symptoms (focusing open-ended skills)*
15) Personal Story
   *Broader personal/psychosocial context of symptoms (focusing open-ended skills)*
16) Emotional Story
   *Develop an emotional focus (emotion-seeking skills)*
   *Address the emotion (emotion-handling skills:*
     - Name
     - Understand
     - Respect
     - Support)
17) Expand the Story
   *Repeat cycle until done*

**Step 5** Transition to the doctor-centered interview

18) Brief summary
19) Check accuracy.
20) Indicate that both content and style of inquiry will change if the patient is ready.
21) Continue with doctor-centered interview
Annotated Bibliography

Integrated Patient-Centered and Doctor-Centered Interviewing:

The three functions of the medical interview -- building the doctor-patient relationship, assessing the patient’s problems and managing them – are discussed in this book, along with techniques to accomplish each.


This paper describes a curriculum that efficiently teaches integrated interviewing using actors as standardized patients and a small group of trained faculty.


This paper describes Smith’s model of patient-centered interviewing, emphasizing intercultural communication.


A comprehensive textbook of interviewing, including specific situations, teaching and research.


In this randomized, controlled study, residents using the interviewing model presented today showed greater skill and confidence in interviewing all types of patients.


This book presents the interviewing model used in today’s workshop, in a step- by-step fashion, with an on-going vignette that gives suggestions of words to say.

Smith R.C.: Evidence-Based Interviewing: (Tape 1) Patient-Centered Interviewing; (Tape 2) Doctor-Centered Interviewing (February 2001) - Produced by Michigan State University Broadcasting Services, Eric Schultz, Producer - Available from Marketing Division, Instructional Media Center, Michigan State University via any of the following: PO Box 710, East Lansing, MI 48824; 2) 517-353-9229; 3) 517-432-2650; 4) http://www.msuvmall.msu.edu/imc.

These tapes serve as a companion to Dr. Smith's text and demonstrate in detail the evidence-based patient-centered and doctor-centered interviewing method described in the book.

Organizations Helping Physicians Enhance Their Communication Skills:
American Academy on Physician and Patient (AAPP) (http://www.physicianpatient.org)
Bayer Institute for Health Care Communication (BIHCC) (http://www.bayerinstitute.org)
INTERVIEWING, PSYCHOSOCIAL & SOMATIZATION RESOURCE LIST*

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TEACHING SYLLABUS


Chapter 1: “Teaching Integrated Patient-Doctor Interviewing to New Learners” pp. 7-46


PATIENT-CENTERED INTERVIEWING CURRICULUM FOR RESIDENTS

One Month Block

Orientation
Schedule
Objectives
Psychosocial Seminars—Session Overview
Week 1
Week 2
Week 3
Week 4
Patient-Centered Interview Model
Informing and Managing Somatizing Patients
Informing and Motivating Patients
Negotiating with the Patient
References
PATIENT-CENTERED INTERVIEWING CURRICULUM FOR RESIDENTS

(Brief – 24 Hours Contact)

Course Description
Course Text
Course Objectives
Instructional Model
Resident Training Schedule

FACULTY DEVELOPMENT CURRICULUM FOR TRAINING RESIDENTS IN PATIENT-CENTERED INTERVIEWING

Curriculum for Faculty Learners
Appendix 1: Facilitating Skills
Appendix 2: Patient-Centered Process: 5 Steps

RESEARCH QUESTIONNAIRES

Physician Interaction Questionnaire
Med-Psych General Knowledge Questionnaire
Patient Feedback Questionnaire

RESEARCH INTERVIEWING ASSESSMENT

Interview Rating Form: Physician Training Manual and Reference
Checklist
Interview Rating Form: Physician
RESEARCH PAPERS (RCT) INTERVIEWING


OTHER INTERVIEWING RESEARCH PAPERS


RESEARCH PAPERS SELF-AWARENESS


OTHER INTERVIEWING PAPERS


SMITH RC: The Difficult Patient. In: Rose B, ed, UpToDate (Aronson MD, Fletcher RH, Fletcher SW – Primary Care Section), 2000; Vol 7, No 3.

SMITH RC: Integrated Patient-Doctor Interviewing. In: Rose B, ed, UpToDate (Aronson MD, Fletcher RH, Fletcher SW – Primary Care Section) 1999; Vol 7, No 1


SOMATIZATION RESEARCH PAPERS


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**SOMATIZATION, CLINICAL DIAGNOSIS AND TREATMENT**


