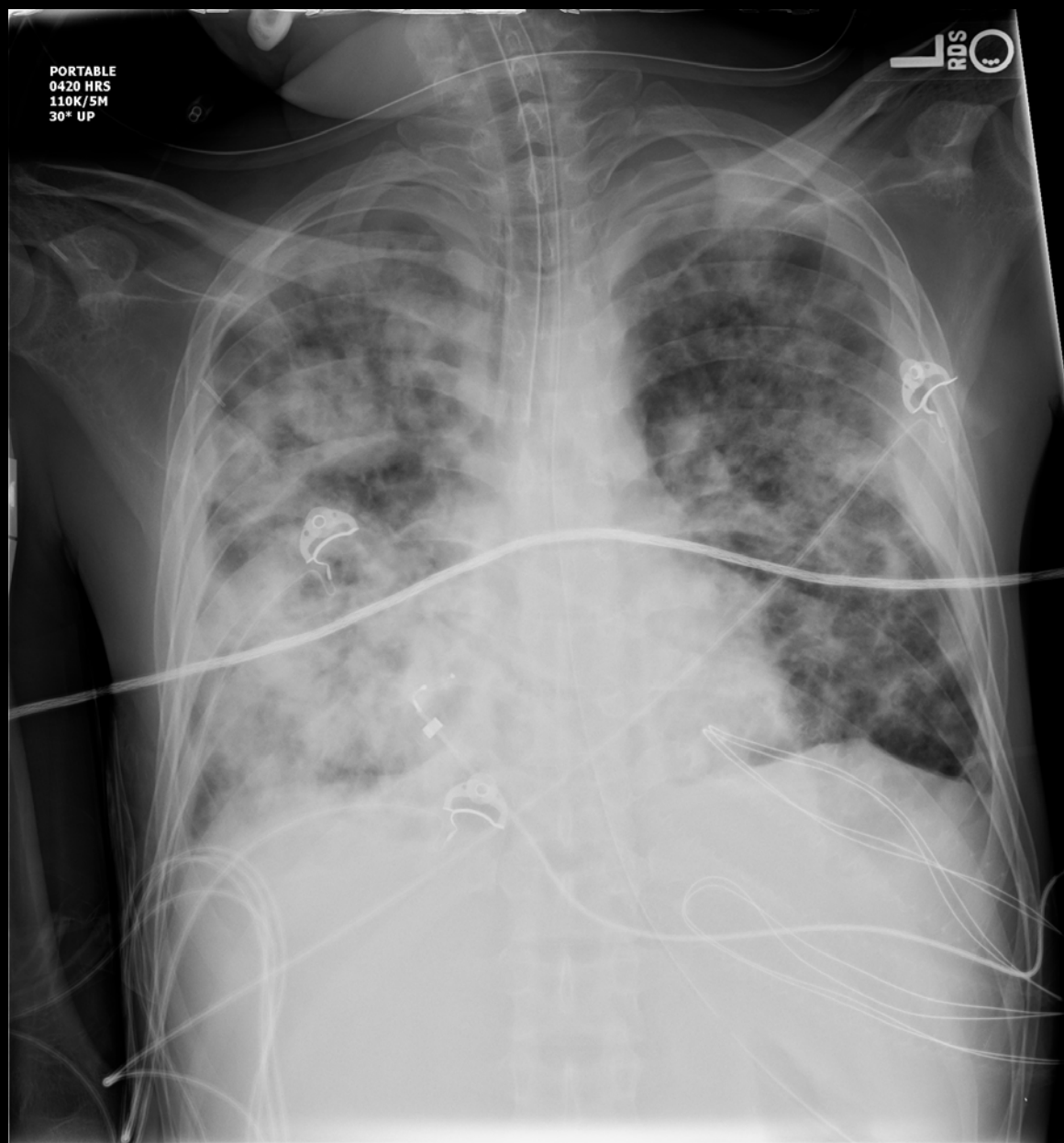


Integrating the patient & caregiver voice: the role of clinician skills

Anthony Back MD

University of Washington



**How do physicians talk
about values & goals?**

A big disconnect between what's important, & what happens

736 physicians Feb 2016

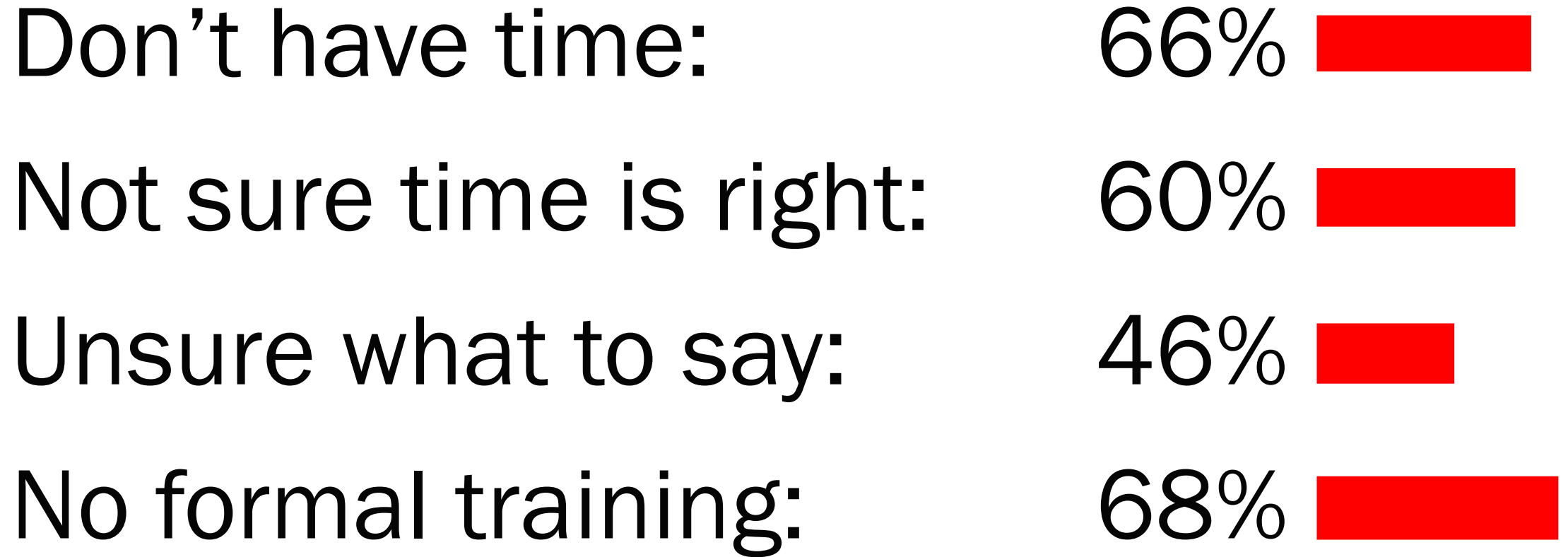


What words do physicians actually use?

“Do you want us to do CPR, I mean pump on your chest like you might have seen on TV, if your heart stops?”



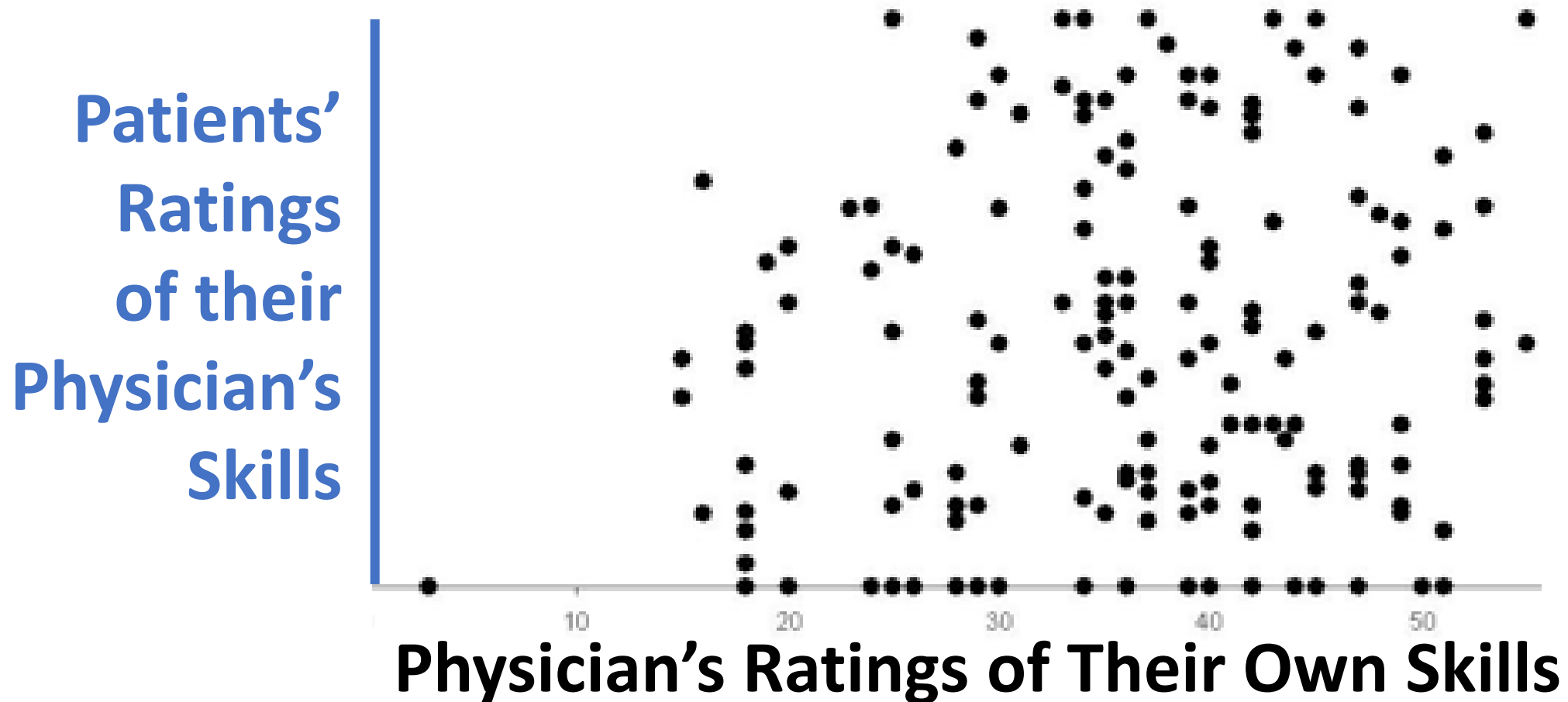
Why don't physicians try?



How often do they use skills critical to overcoming barriers?

In one study, oncologists made empathic statements in **11%** of their conversations.

Physicians aren't good judges of their own communication skills



**They didn't have training.
See emotion as a threat.
Tend to blame patients.**

Patients at risk: 2.3 million

**What research proves:
communication is a learned
skill.**

Skills training changes behavior

After training, physicians:

- Use more **empathy**
- Ask more questions to **understand**
- Explore more **values**

p<.003

J Palliat Med 2014

Skills training persists over time

In a randomized trial in the UK,
improvements persisted **12**
months later.

p<.001

Br J Cancer 2003

Physicians recommend this training to their colleagues

In our first study:

“Would you **recommend** this to your colleagues?” was **95%** positive

JAMA Internal Medicine 2007

Greater physician skills, more patient trust

Randomized trial of oncologists

Trained oncologists used more

empathy $p=.24$

Patients of trained oncologists had

higher **trust** $p=.036$

**The training was only
available in research
studies.**

**High-quality, evidence
based training is ready.**



TRUST

Sharpen your communication skills.
Learn new tools.

[Explore](#)

vitaltalk.org





Handwritten notes on a sheet of paper:

- Handwritten notes on the question
- Answer (question)
- Handwritten notes on the question
- Answer (question)
- Handwritten notes on the question
- Answer (question)

Handwritten notes on a sheet of paper:

- Review
- Expect
- Plan the trip
- Ask
- Proper plan

Handwritten notes on a sheet of paper:

- Ask
- Discuss
- Efficiency
- Produce
- Efficiency

Handwritten notes on a sheet of paper:

- Sample
- 1st visit
- Visit to house
- Sample
- Handwritten notes
- Handwritten notes



VITALtalk

Build your communication superpowers

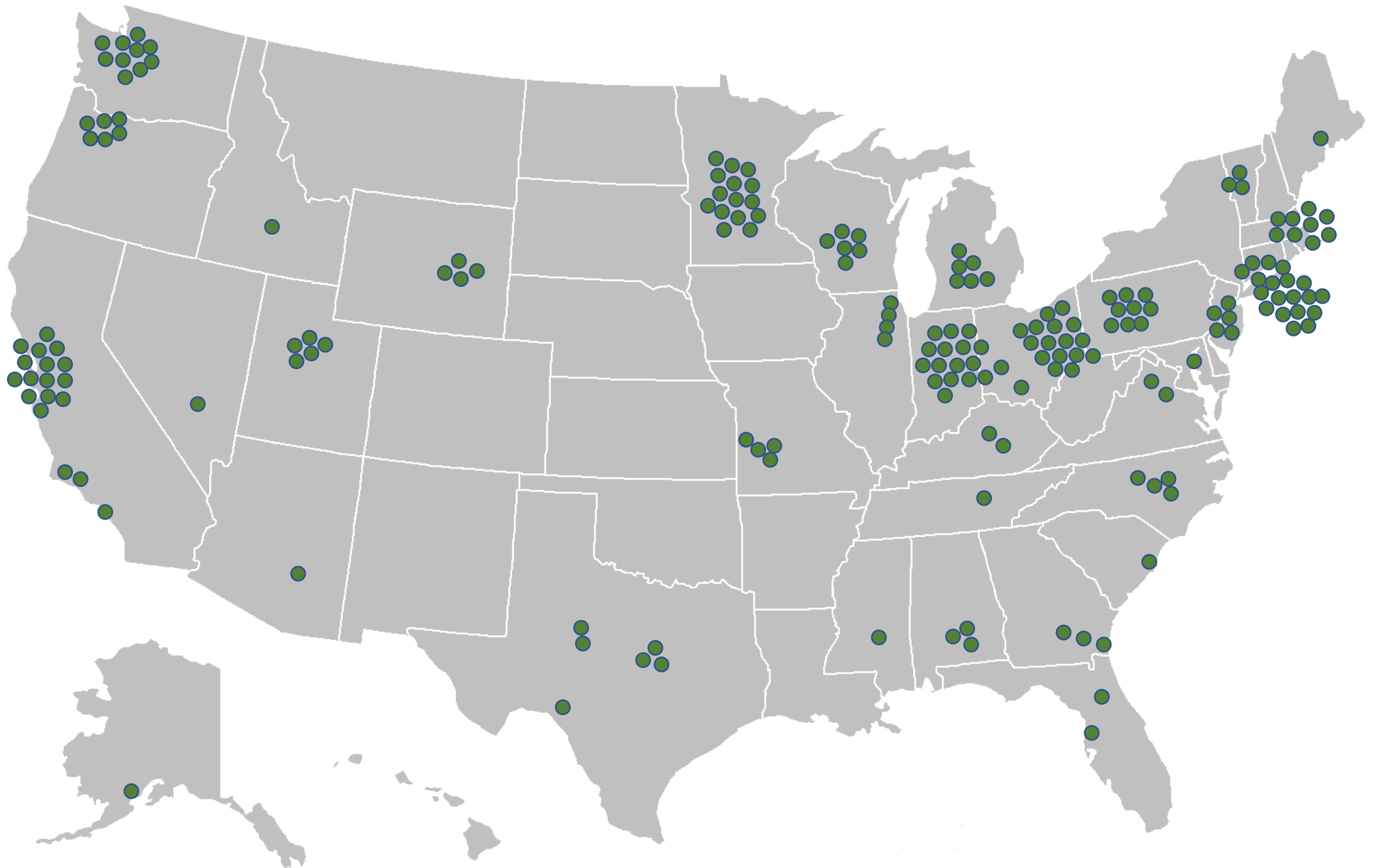
The VitalTalk Tips app enables physicians, nurses, and other clinicians to improve their communication skills for patients who have a serious illness. For clinicians in hospital medicine, oncology, cardiology, nephrology, hepatology, neurology, trauma, emergency medicine, primary care, pediatrics, and palliative care.



Download on the
App Store



GET IT ON
Google play



**There are no incentives for
clinicians to invest in
training.**

More skills, less burnout

1537 vs 1951 physicians

Non-randomized

- Increased **HCAHPS** scores $p < .03$
- **Burnout** scores reduced $p < .04$

J Gen Intern Med 2016

Patients are at risk.
Training works.
We're scaling it up.

**Incentives could accelerate
clinician uptake.**



