

EMC 340 Introduction to Clinical Medicine

06 Interviewing Challenges

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Outcomes

At the successful completion of this lecture, the learner will:

- Integrate the principles and techniques of skillful interviewing and therapeutically communicating into a variety of clinical situations (NSC 1-9)*
- Identify appropriate interviewing techniques for challenging patient situations (NSC 3-1)*
- Identify and explore stressors and stress management in a certain interviewing situations (NSC 1-2)*

*National Standard Curriculum

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Outcomes, continued

- Discuss and recognize the importance of interviewing techniques and nonverbal communication in dealing with sensitive topics, biases, and cultural differences
- Recognize the opportunities that challenging patient and sensitive topics offer for self-awareness and learning about others


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Interview Challenges

- Sensitive topics
- Challenging patient behaviors

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Sensitive Topics

Some topics will be embarrassing or uncomfortable both for the provider and for the patient:

- Death and dying
- Bowel or genitourinary bodily functions
- Sexual activity or dysfunction
- Violence and abuse
- Alcohol or other drug use
- Physical deformities
- Mental illness; depression

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Results of Skillful Interviewing

- Meets patient's agenda and clinician's agenda
- Begins the therapeutic process

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Patient's Agenda

Patients expect:

- Evaluation and if possible a diagnosis
- Stabilization and relief of symptoms
- A treatment plan
- Empathy and respect
- Competence
- Confidentiality

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Clinician's Agenda

- Maintain a professional attitude

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Establishing Rapport

Tone and nonverbal behavior

- Voice: Calm, caring
- Position: At eye level with patient
- Contact: Handshake, comforting touch

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Skills of Good Interviewing

Nonverbal communication

- Read your patient's nonverbal behavior
- Send your own nonverbal messages

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Skills of Effective Interviewing

Collectively referred to as:

- *Active listening*


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Interviewing Skills

- **Facilitation:** Speech or body language that encourages more talking
 - e.g., "Tell me more about..."
- **Clarification:** "Can you tell me exactly how that is making you feel now?"
- **Empathy:** Expresses concern for parent's feelings
- **Interpretation:** Clinician interprets the patient's hidden meaning or feelings

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Special Challenges

Special circumstances that challenge the skills of the paramedic

- Patients will present with special circumstances that challenge the skills of the paramedic
- Time and experience should increase your ability to deal with patients
- In a crisis:
 - Patients often cannot clearly describe what they feel.
 - Stressed patients may use vague, general words.
 - It is appropriate to ask for clarification.

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Behaviors

Patient *behaviors* that can occasionally present a challenge for the paramedic:

- Silence
- Overly talkative
- Patients with multiple symptoms
- Anxious patients
- Patients needing reassurance.
- Anger and hostility

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Challenges

- Intoxication
- Crying
- Depression
- Sexually attractive patients
- Seductive patients
- Confusing behavior or histories
- Limited intelligence
- Language barriers
- Hearing problems
- Blindness
- History obtained from family or friends

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Summary

We have discussed

- How to approach sensitive topics
- Special challenges that call for specific responses
- Presenting ourselves to patient as:
 - Caring
 - Compassionate
 - Competent
 - Confident health care professionals

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Summary, continued

- Body language
 - Using a calm, reassuring voice
 - Maintain eye contact with the patient
 - Making contact- a comforting touch.
- Improved interviewing skills improves patient interaction and can promote:
 - Improved patient outcomes
 - Improved patient satisfaction
 - Stress reduction for the provider
 - Risk reduction for the service

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