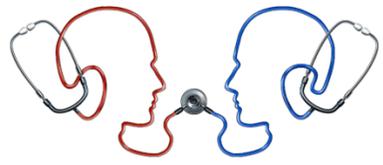




Bad News Communication Protocols in the Medical Field

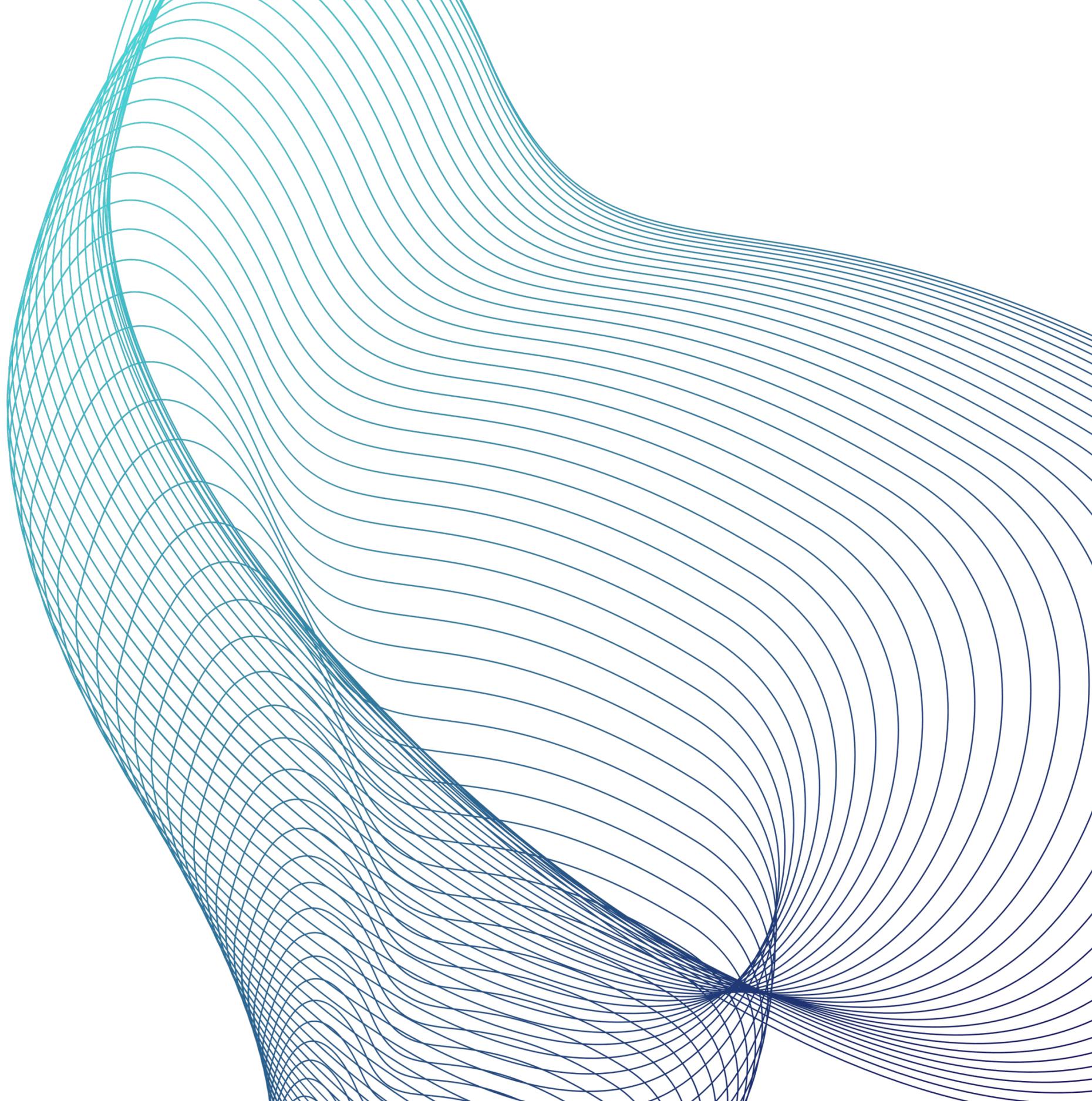
COMMUNICATION COURSE PART 2 - ADVANCED ELEMENTS

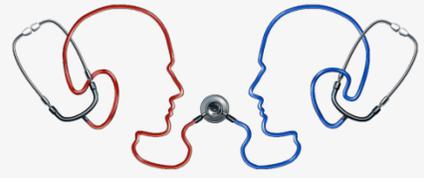


Types of communication

four main categories:

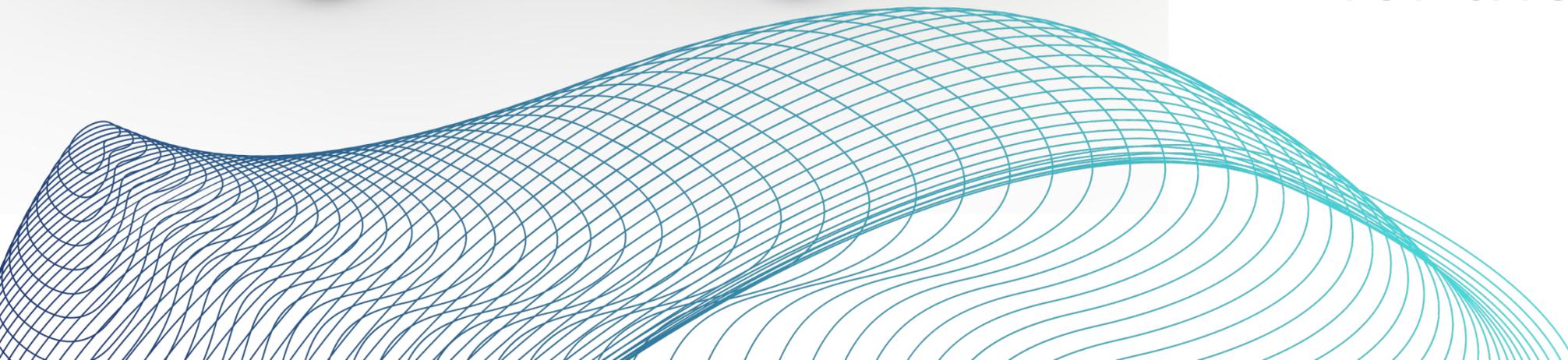
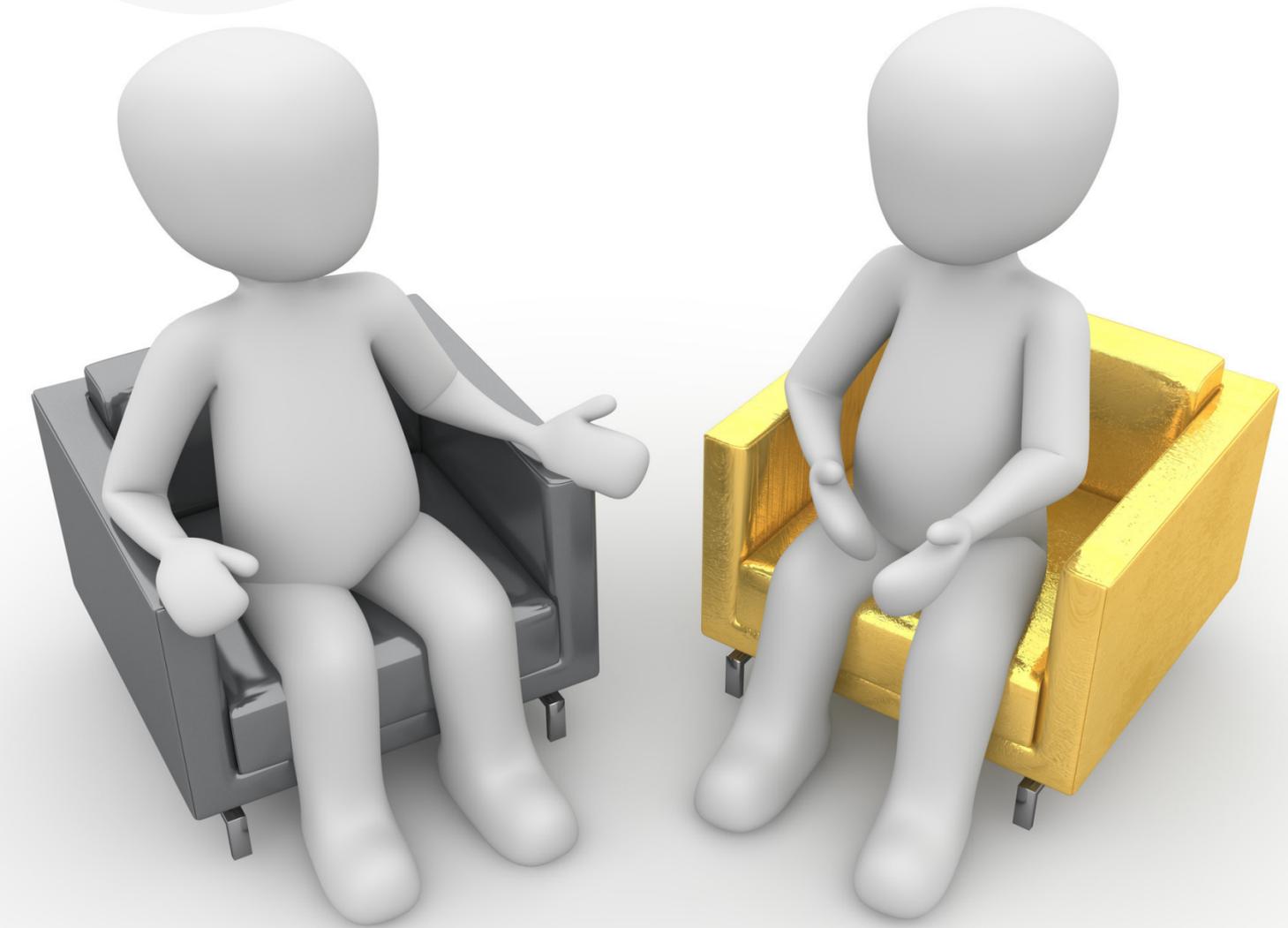
1. Verbal
2. Nonverbal
3. Written
4. Visual

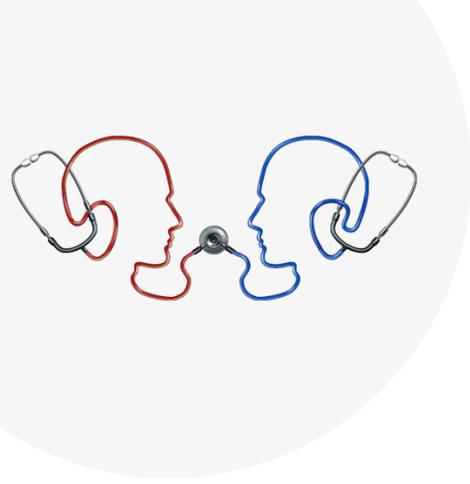




Verbal communication

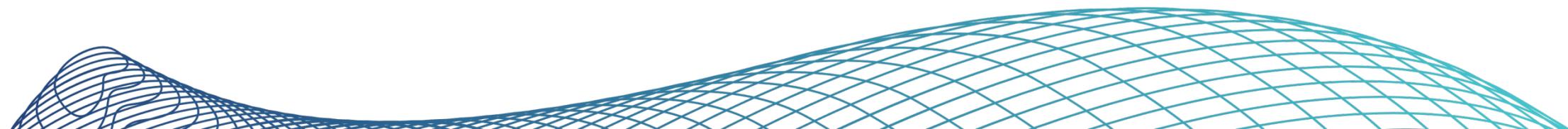
- an agreed process using a system of symbols governed by rules, which are used to share meaning
- involves the use of language for the purpose of transferring information

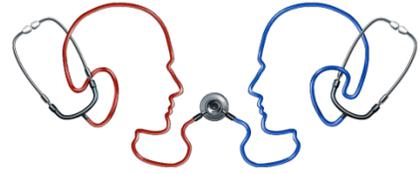




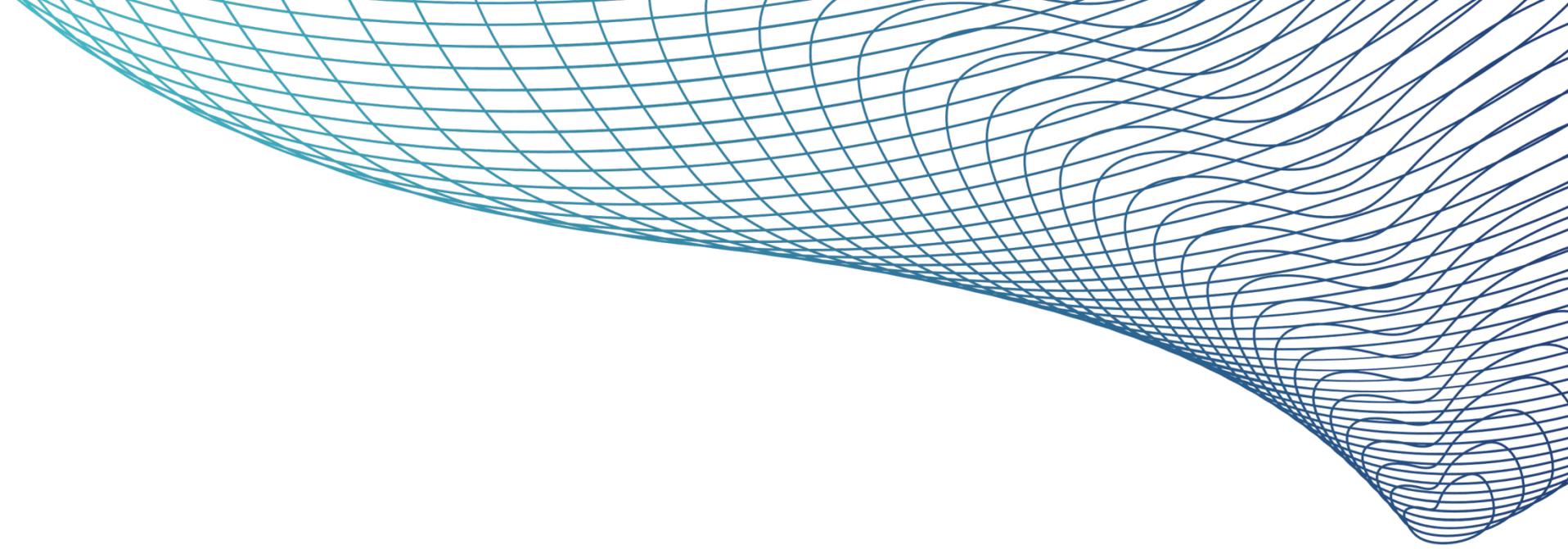
- verbal communication is NOT just about spoken communication
- it is about language, both spoken and written.

When verbal communication is through spoken language, it is called oral and through written language or signs it is called non-oral.

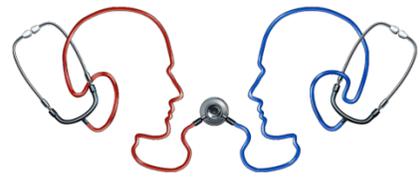




Example



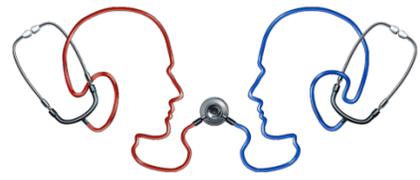
	Verbal Communication	Nonverbal Communication
ORAL	spoken language	laughing, crying, coughing, etc.
NON-ORAL	written language/sign language	gestures, body language, etc.



Example

Verbal - Oral

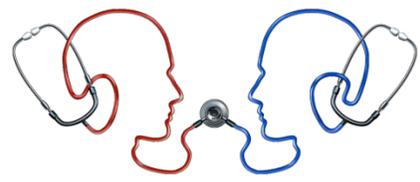




Example

Verbal - Oral

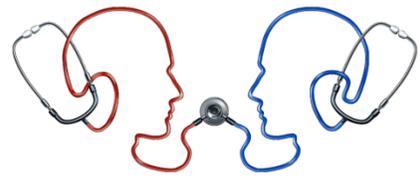




Example

Verbal - Non-Oral

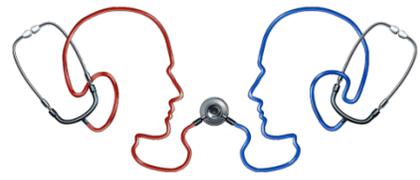




Example

Verbal - Non-Oral

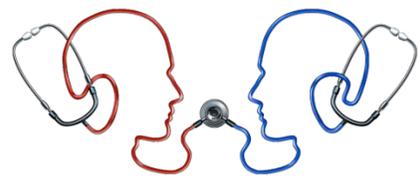




Example

Non-Verbal - Non-Oral

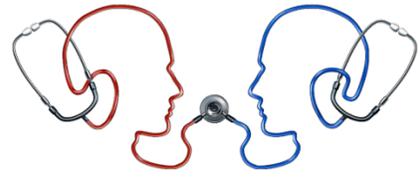




Example

Non-Verbal -Oral



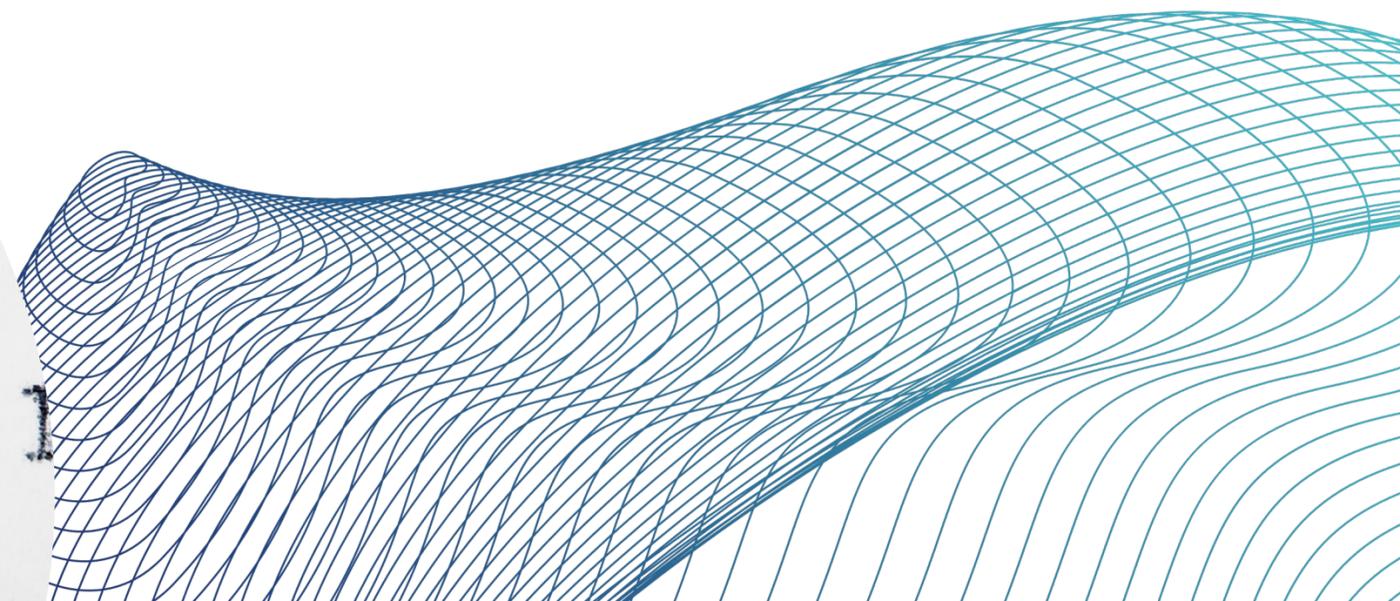


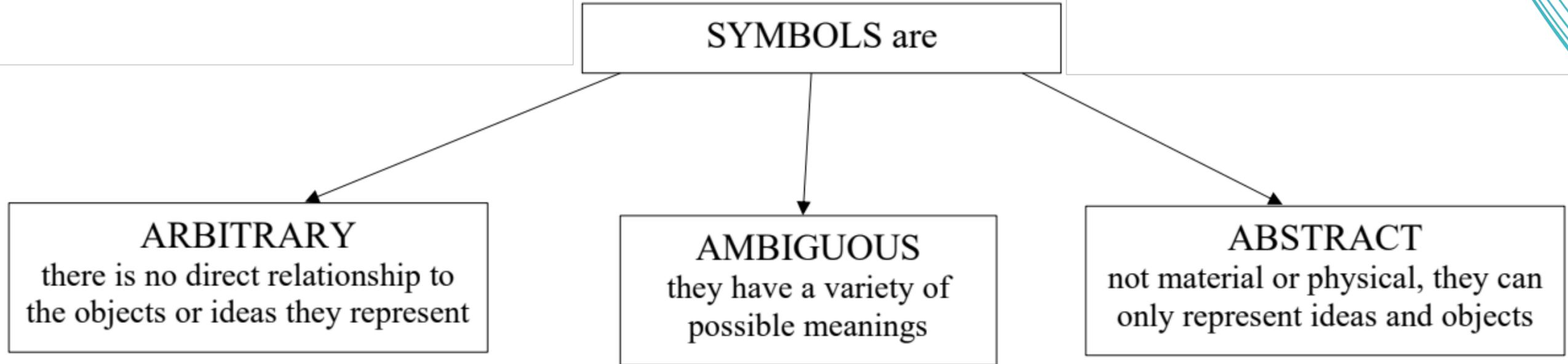
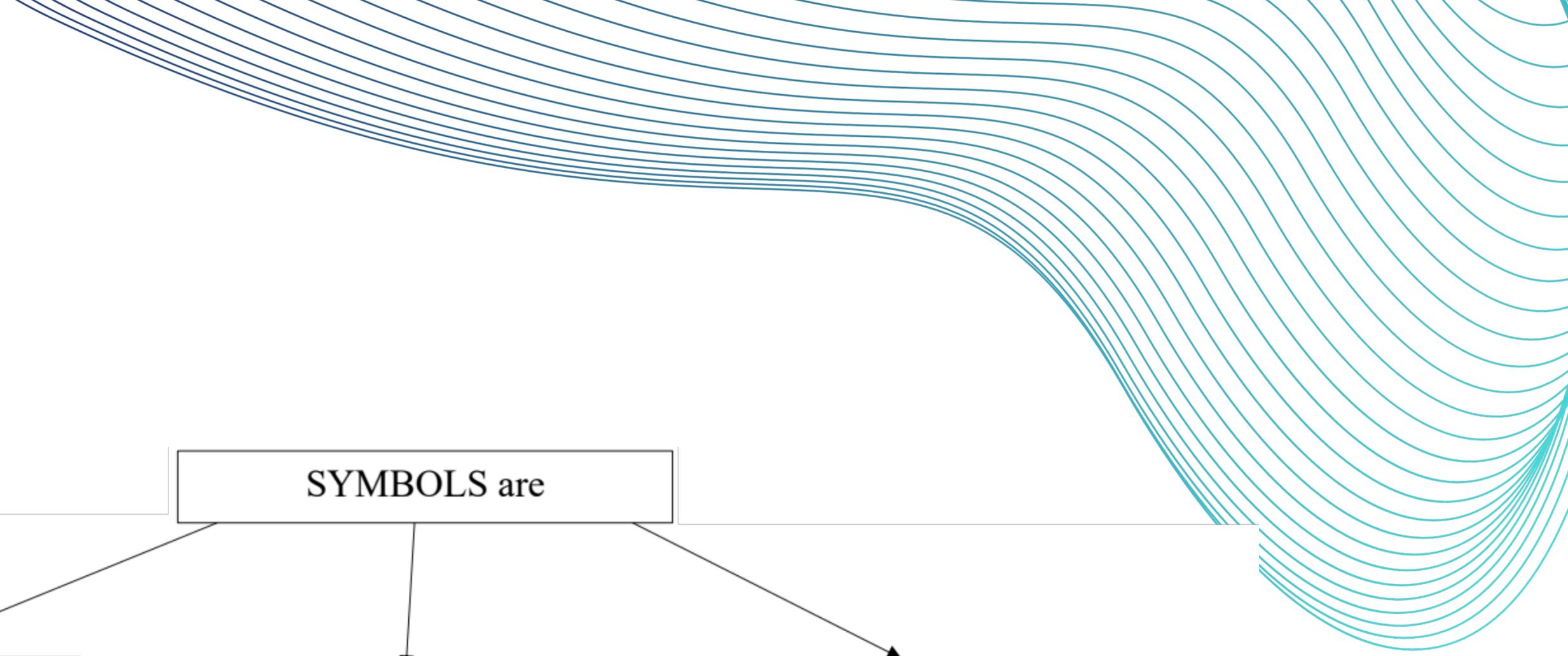
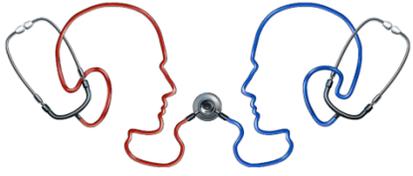
Communication

is based on symbols that represent something else

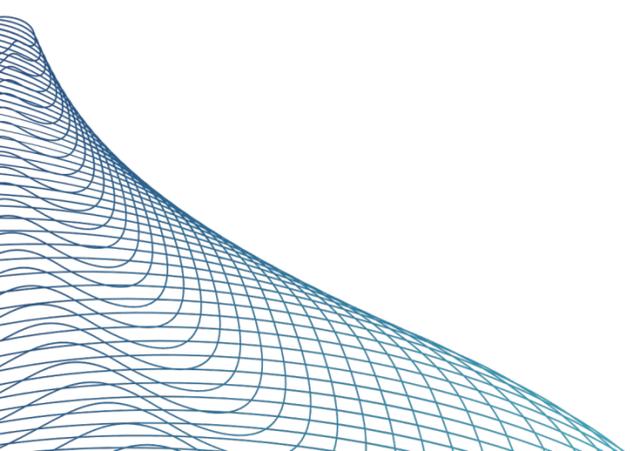


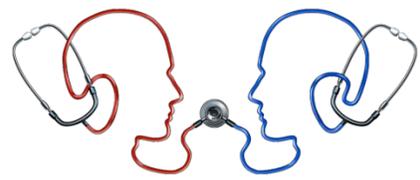
c d e f
i j k l m n



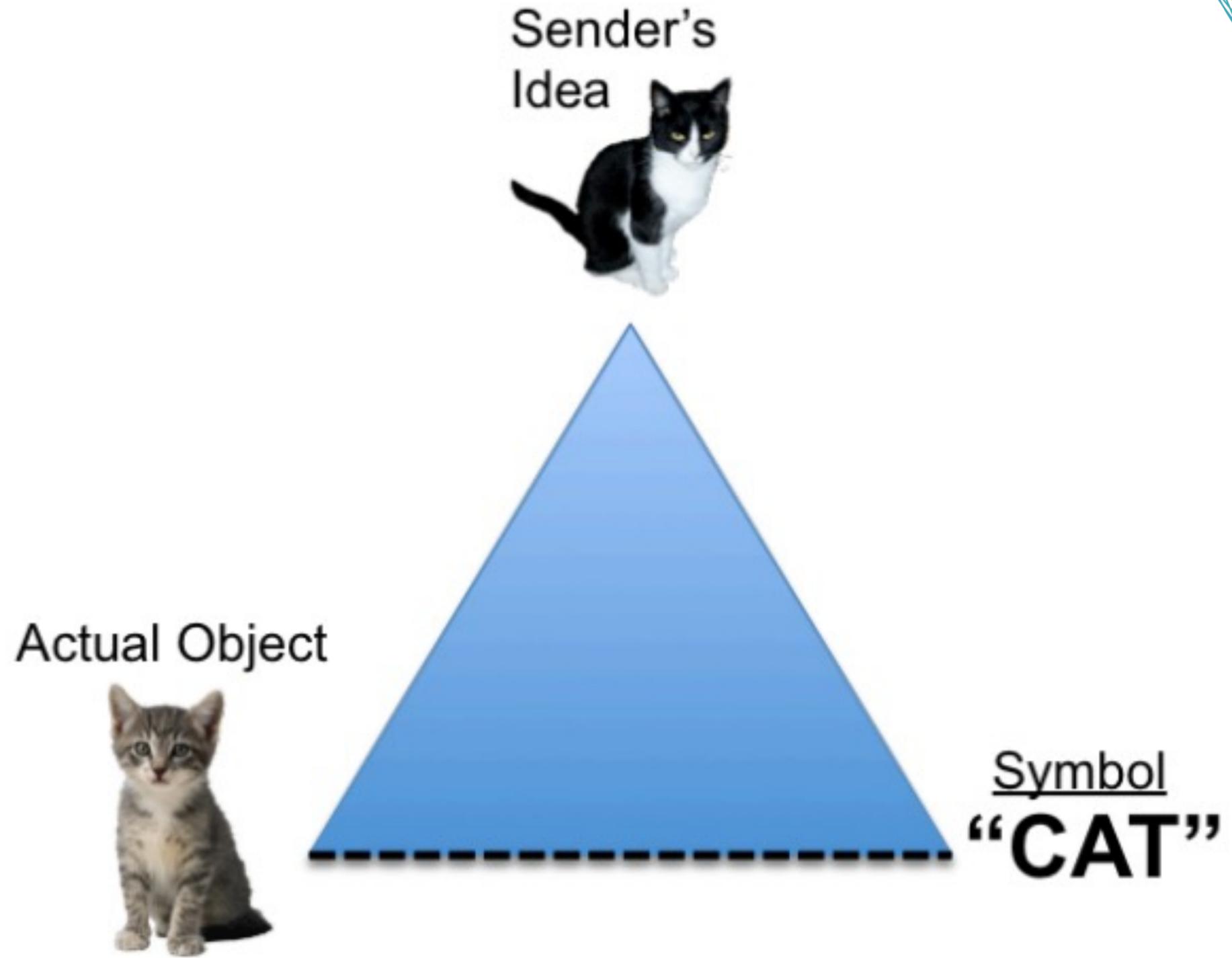


Spaynton, <https://commons.wikimedia.org/wiki/File:Vcsymbols.png>





Arbitrate



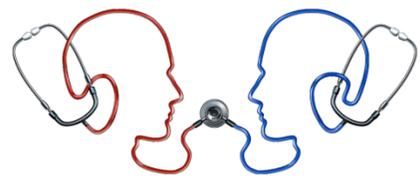
Sender's
Idea



Actual Object



Symbol
“CAT”



Example

a real cat that looks
a certain way

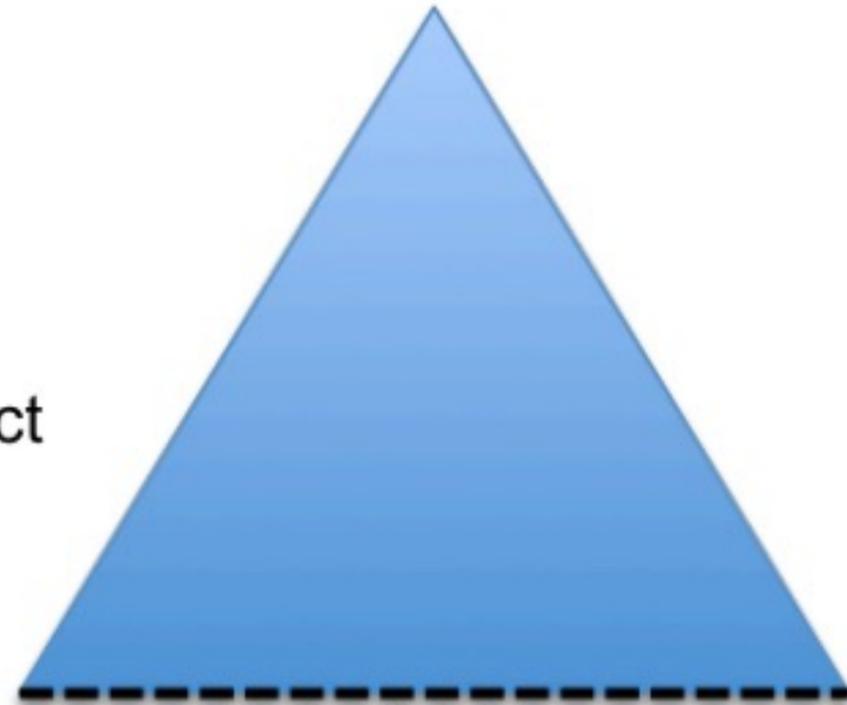
Actual Object



Sender's
Idea

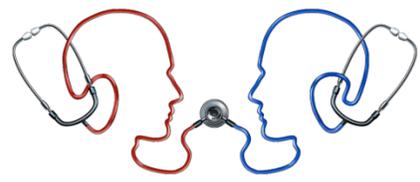


the cat in the vision
of the sender

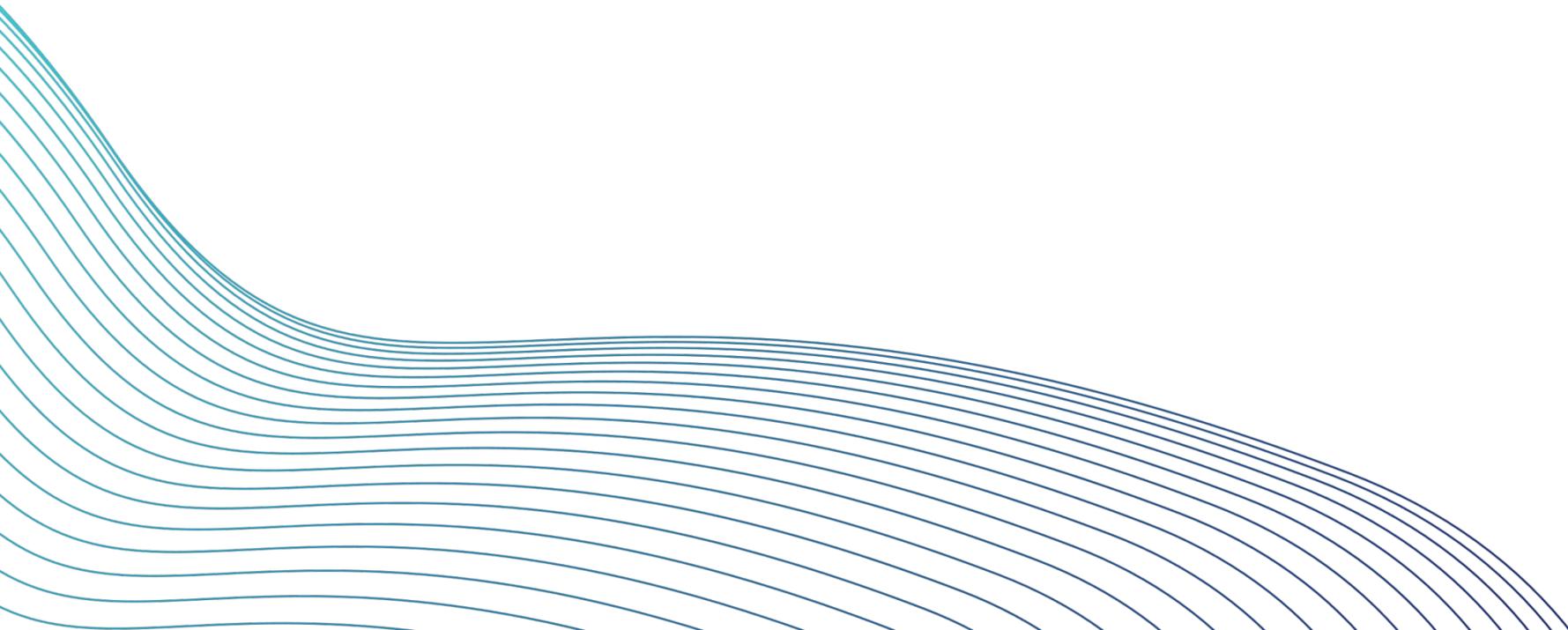


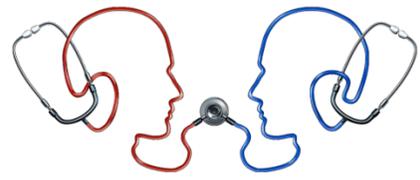
Symbol
“CAT”

illustrating agreement that the "cat" symbol represents both a real cat
and the sender's idea of a cat - the symbol is arbitrary



Communication is generally considered successful when agreement is reached on the symbols used

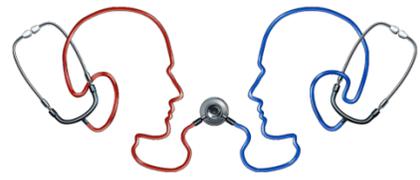




Ambiguous

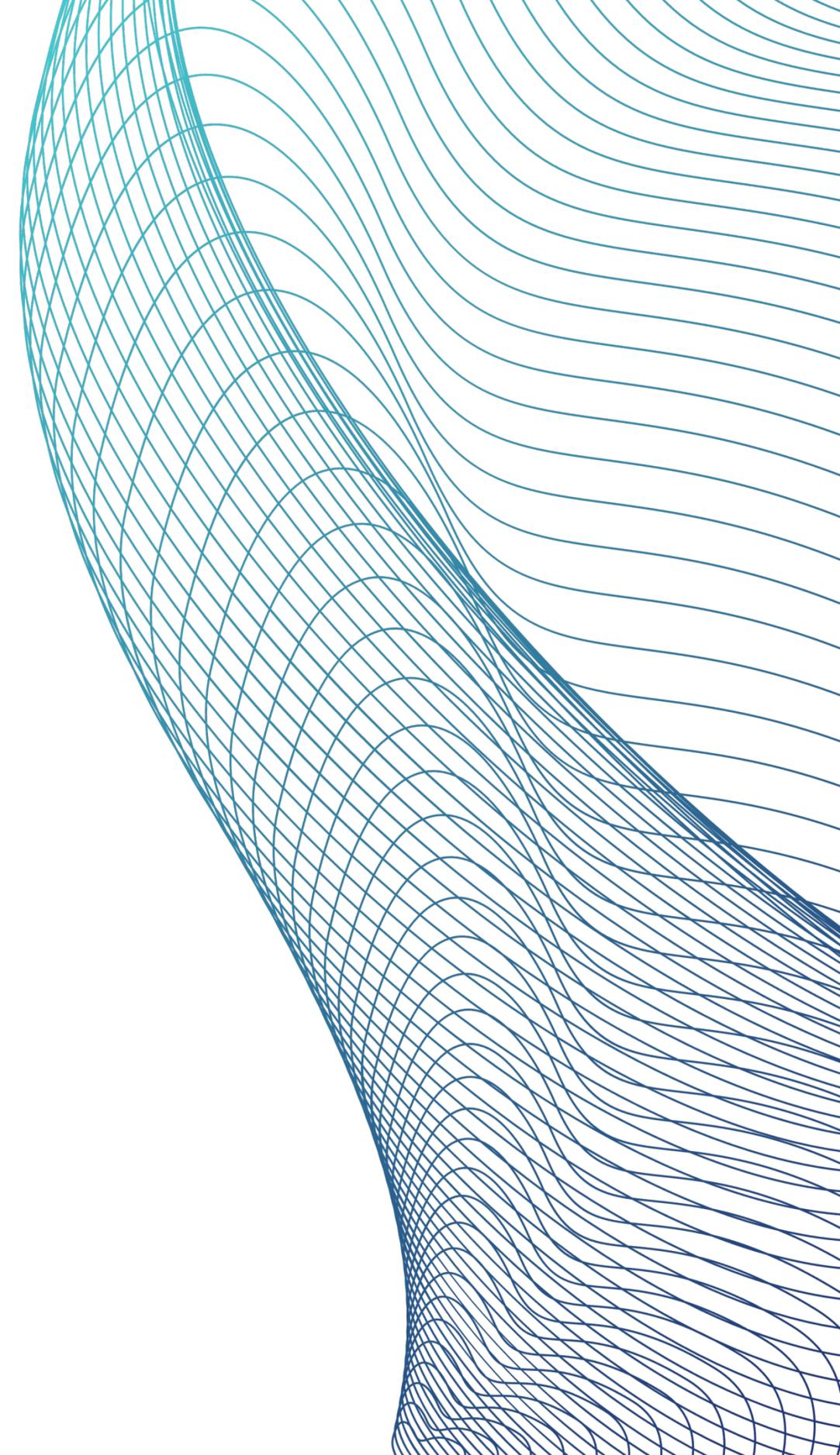
a symbol can have several
possible meanings

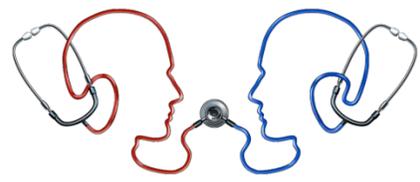




Example

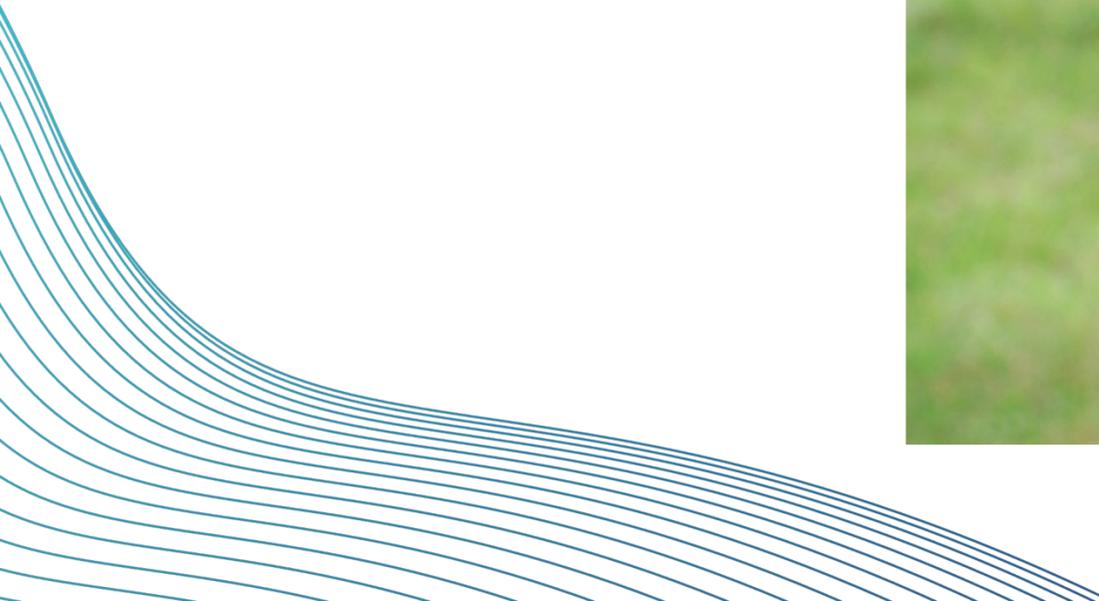
I put the ribbon in my
hair

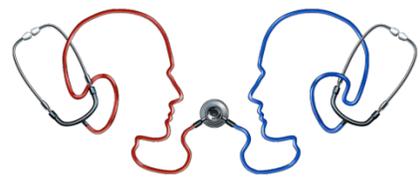




Example

I put the ribbon in the
hair

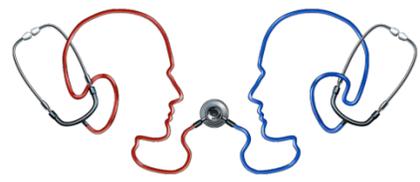




Example

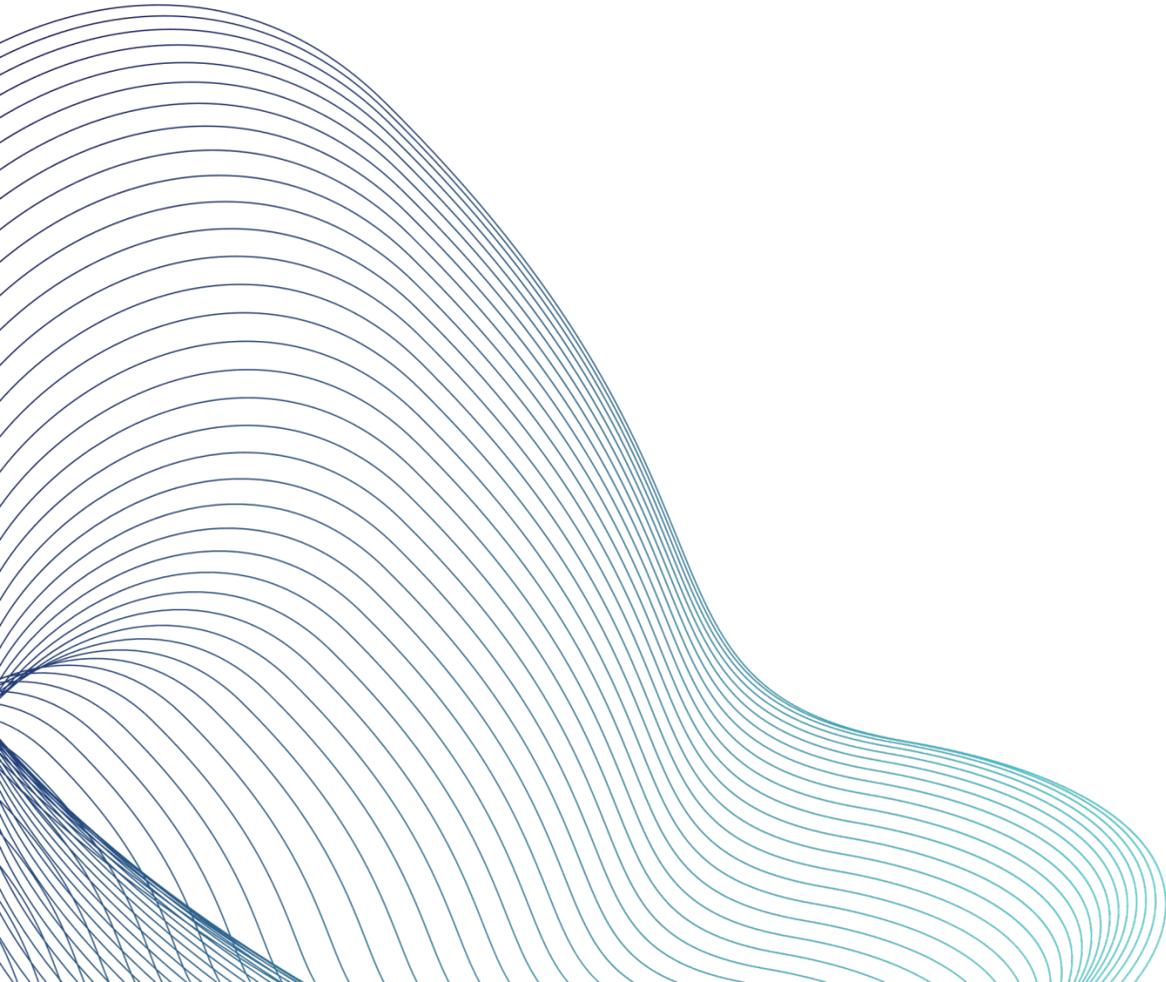


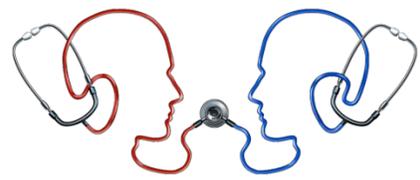
I have a passion for
the Lilac



Example

I have a passion for
the bat



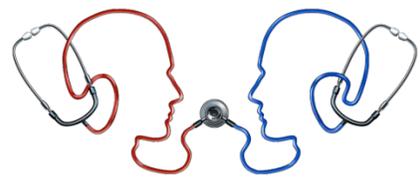


Abstract

symbols are not material or physical

this feature allows us to
communicate complex
concepts in a simplified way.

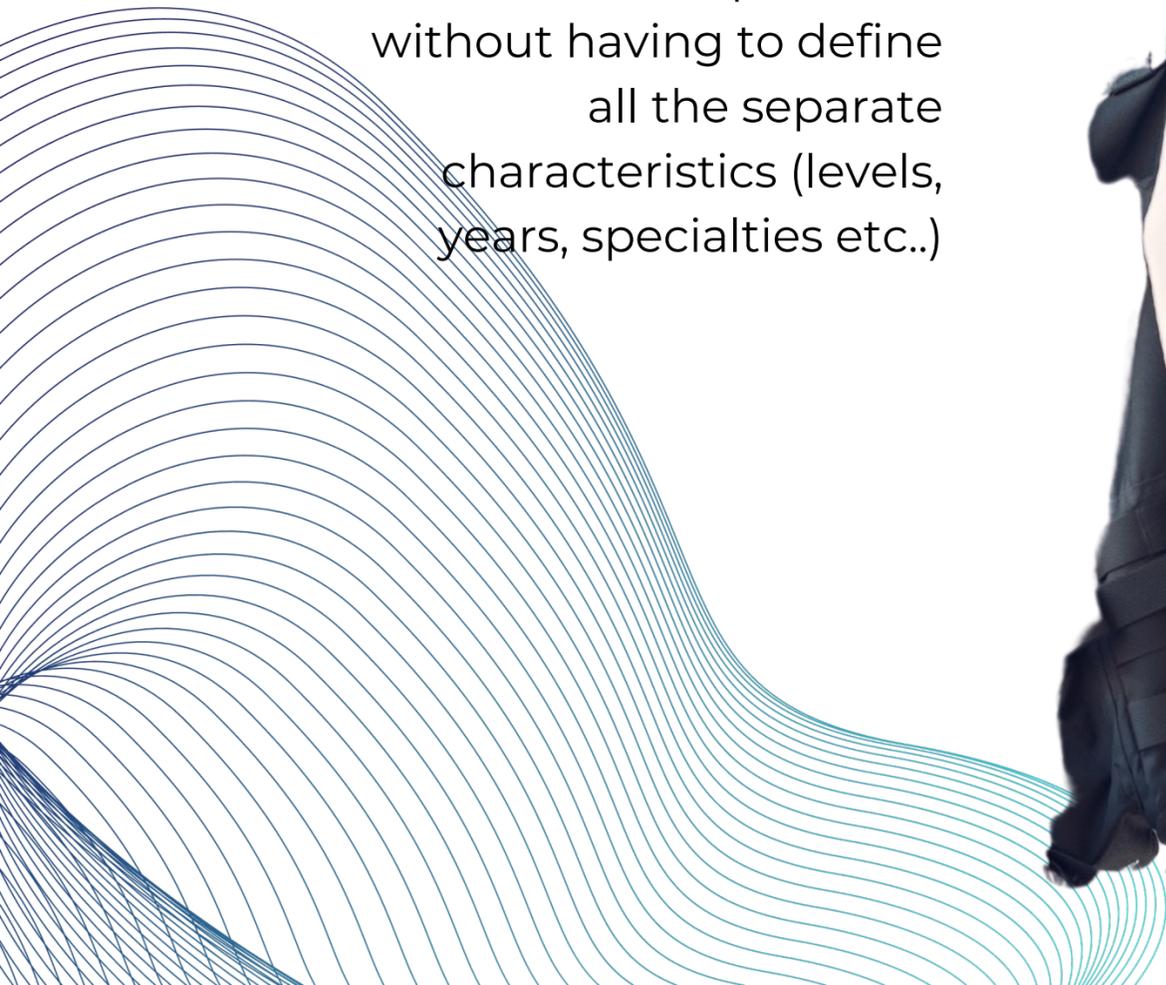


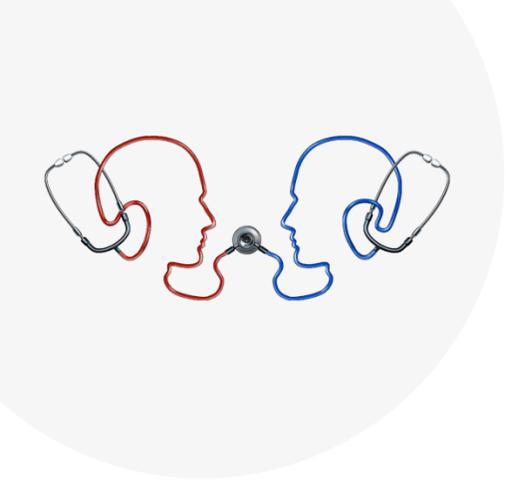


Example

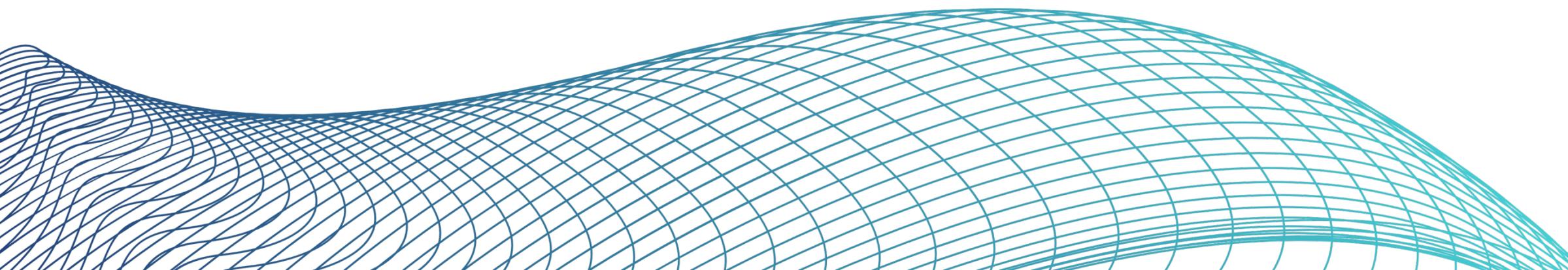
Residents are at the table.

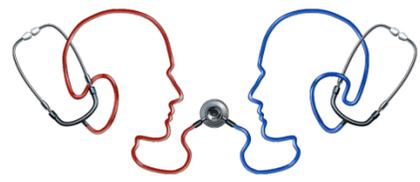
Residents = all resident doctors on the premises without having to define all the separate characteristics (levels, years, specialties etc..)





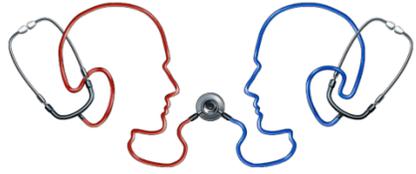
Subtle skills such as the ability to clarify and reflect, but also elements of non-verbal communication such as body language, tone of voice, etc. are very important for effective verbal communication.





Example - tone

Placement of Emphasis	Meaning
<i><u>I</u></i> did not tell John you were late.	Someone else told John you were late.
I <i><u>did not</u></i> tell John you were late.	This did not happen.
I did not <i><u>tell</u></i> John you were late.	I may have implied it.
I did not tell <i><u>John</u></i> you were late.	But maybe I told Sharon and Jose.
I did not tell John <i><u>you</u></i> were late.	I was talking about someone else.
I did not tell John you <i><u>were</u></i> late.	I told him you still are late.
I did not tell John you were <i><u>late</u></i> .	I told him you were attending another meeting.

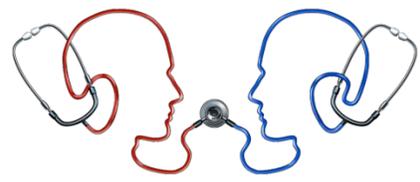


Key take-away

The delivery of a message is strongly influenced by the choice of words, how they are spoken and how they are backed up with other elements of non-verbal communication.



- choose your words carefully and adapt them to the context and audience
- pay attention to tone of voice and rhythm

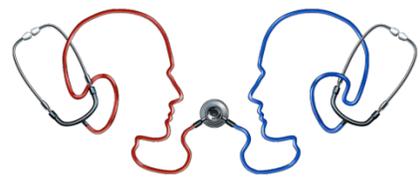


Practical tips

Whenever you feel tempted to use them to take a break and collect your thoughts, try replacing them with a breath.

Avoid addition words such as 'like', 'so', 'um', 'umm' etc.

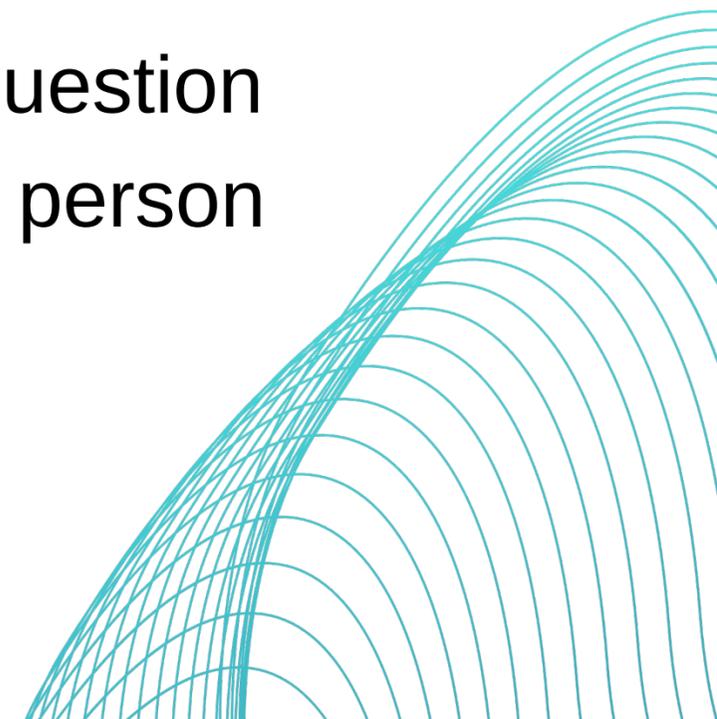
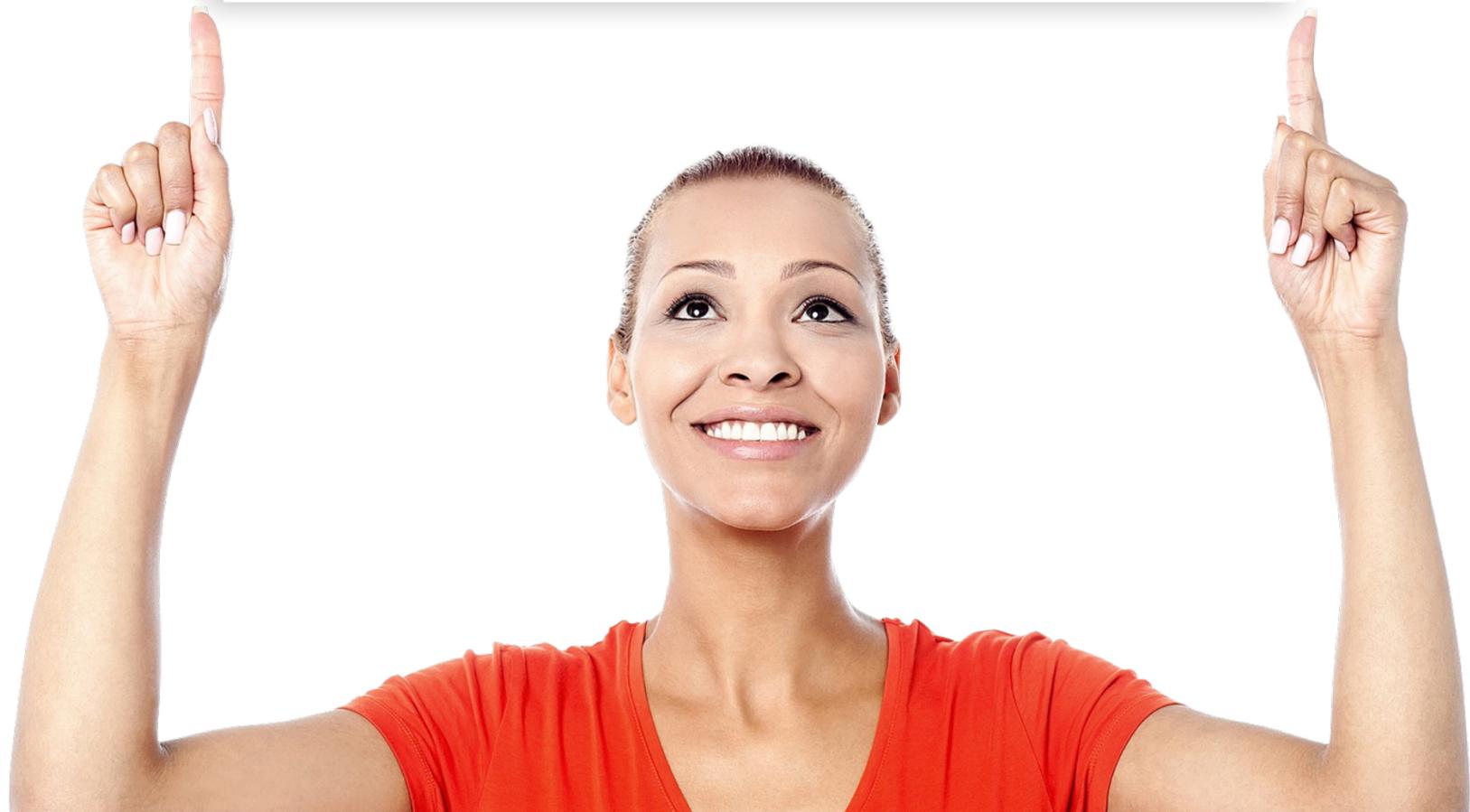


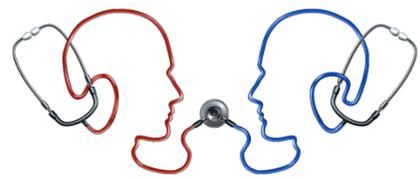


Focus on your interlocutor
instead of how you will
respond.

Practical tips

Don't think of the next question
or retort when the other person
shares information.



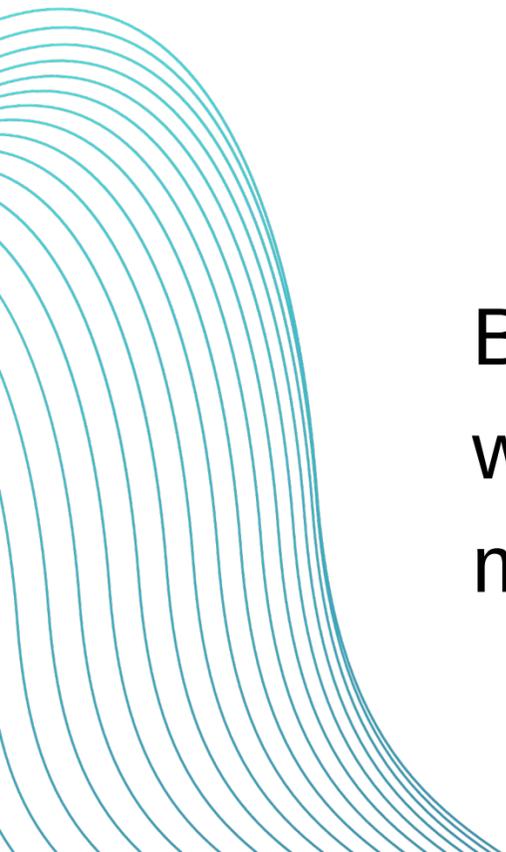


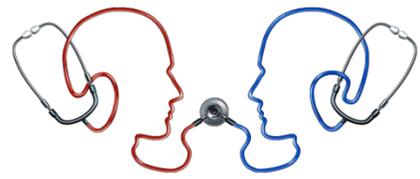
Practical tips



Be objective and try to avoid stereotyping the speaker.

Biases often strongly interfere with the perceived meaning of a message.



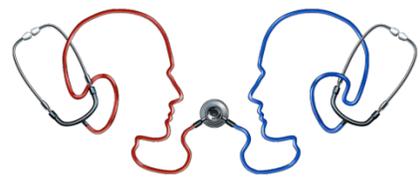


Techniques to improve communication



- reflection
- clarification
- querying
- consolidation

It facilitates increased participation in discussion (especially in groups), lessening fears and reducing the shyness of others, thus paving the way for the development of meaningful, valuable and lasting relationships.

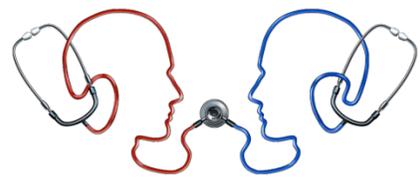


Reflection and clarification

- involves conveying to your interlocutor how you perceived what they communicated.
- It allows you to correctly clarify the essence of what has been expressed.
- demonstrates interest and respect for what the other person has to say.

Use paraphrasing or rendering the speaker's message in your own words.

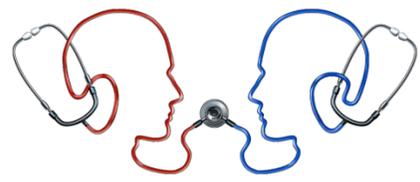




Interrogation

- used to obtain information and test understanding, - allows explicit seeking of support from the interlocutor
- is a good conversation starter, as it allows you to draw someone into a conversation or show interest

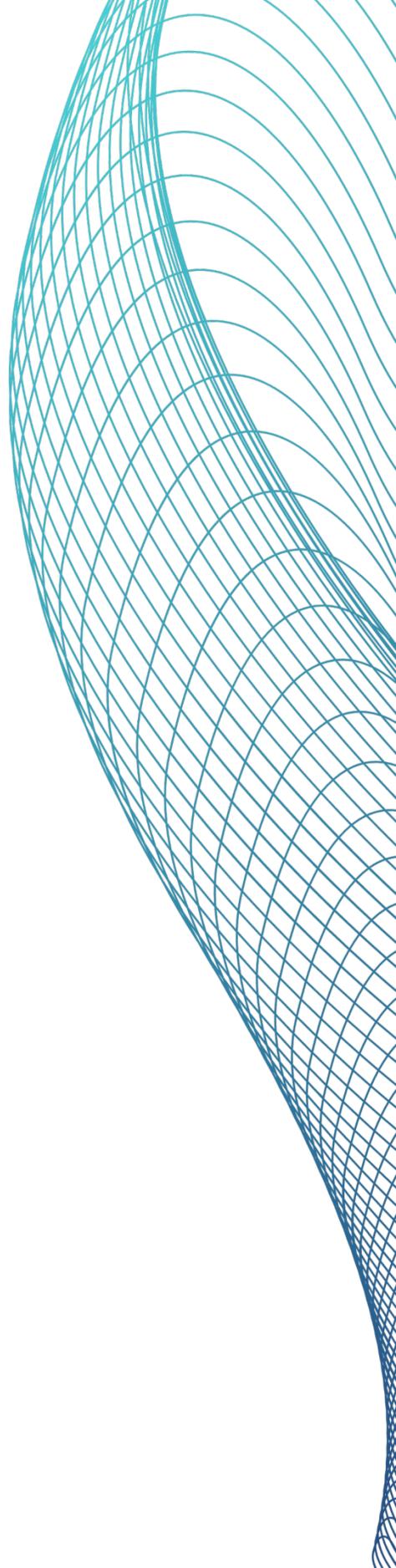


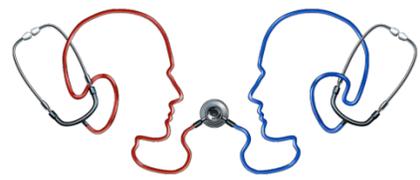


Interrogation



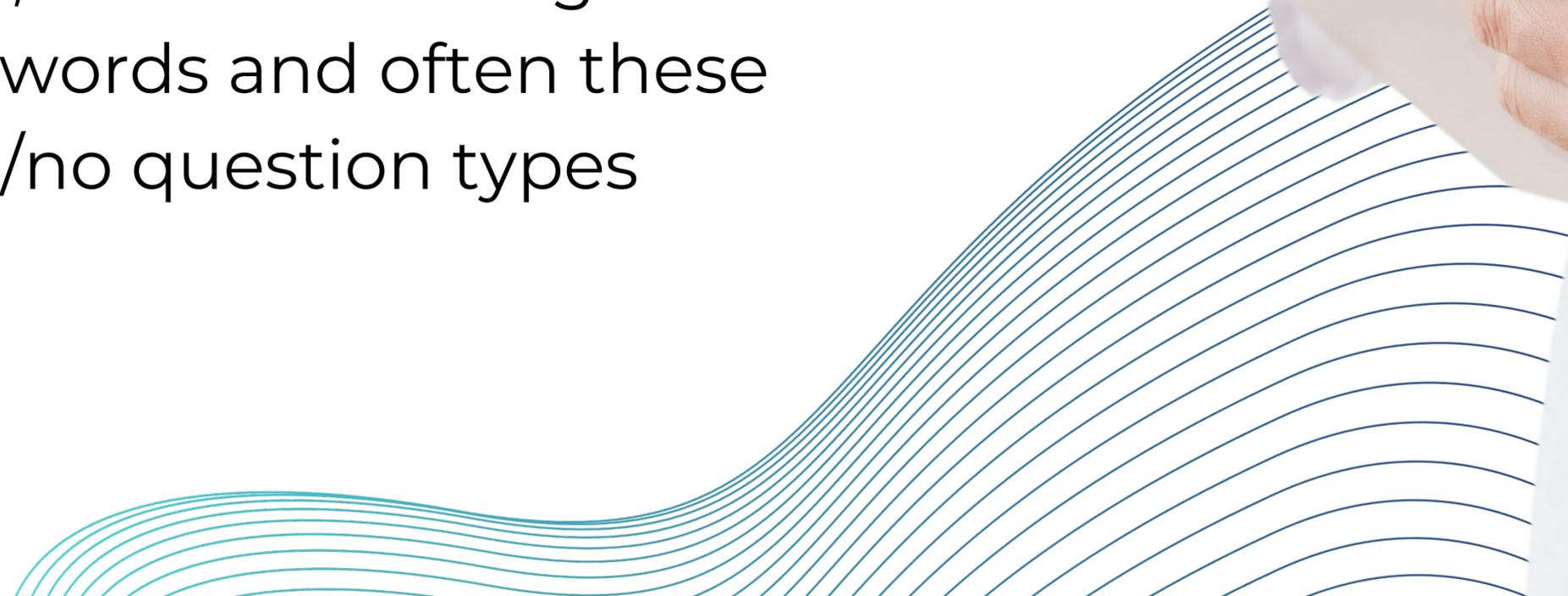
There are two main types of questions:
closed
open

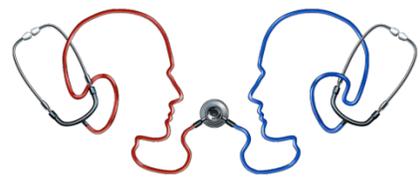




Questions closed

- allow the speaker to control the communication and focus the conversation to get very clear, direct and concise answers
- tend to seek a very short answer, often consisting of one or two words and often these are yes/no question types

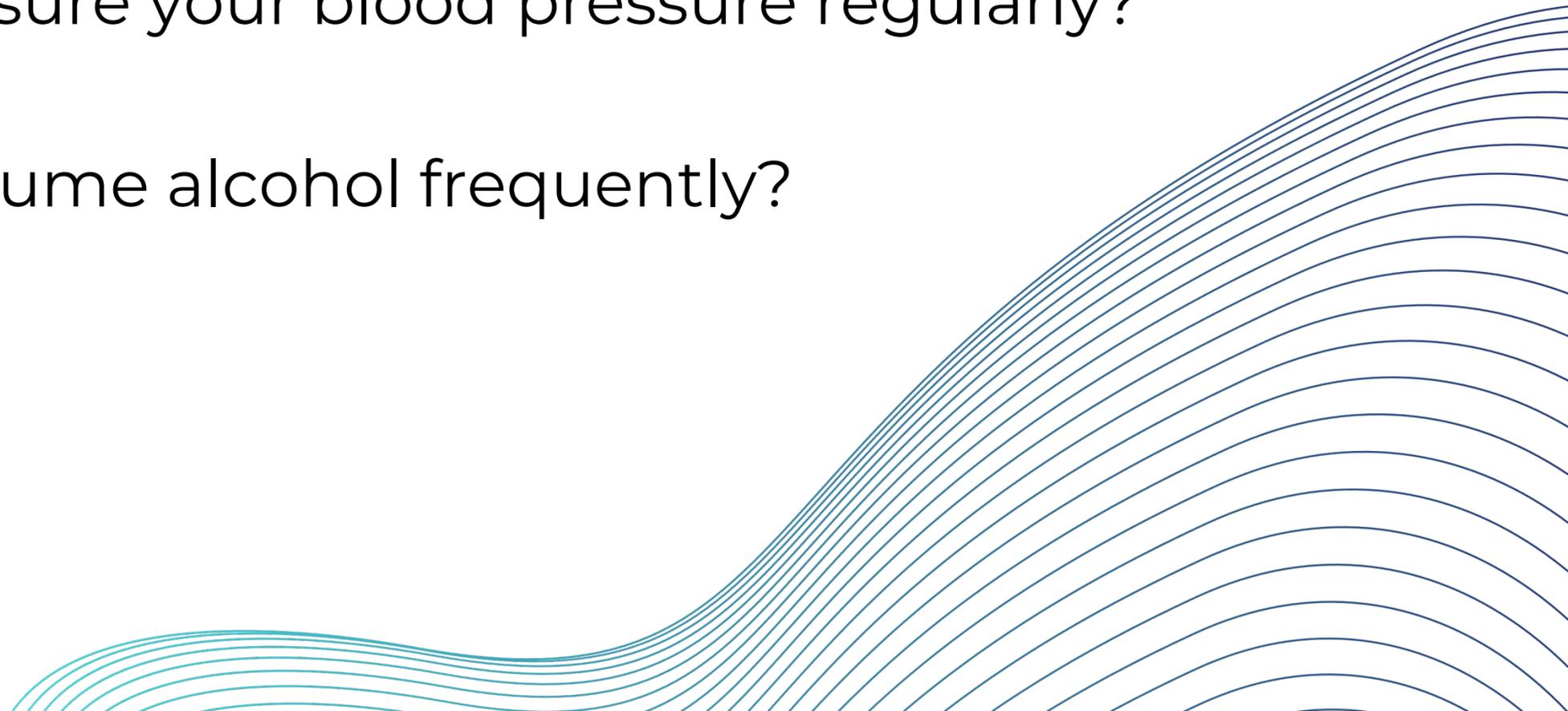


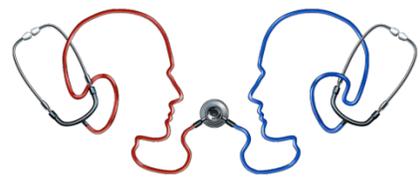


Closed questions - Examples



- Did you take your medicine this morning?
- Did you feel dizzy after you fell?
- Do you measure your blood pressure regularly?
- Do you consume alcohol frequently?

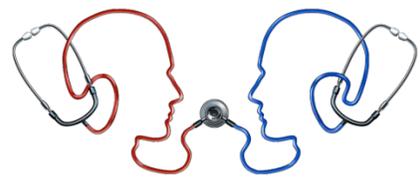




Open questions

allow the interlocutor more space for self-expression and facilitate engagement in the conversation, prompting further elaboration and discussion

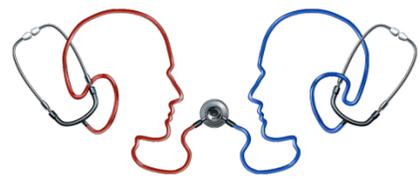




Open questions - Examples

- How did you feel after taking the medicine?
- What do you think caused this increase in blood pressure?
- What kind of behavior did your grandfather exhibit before he fainted?



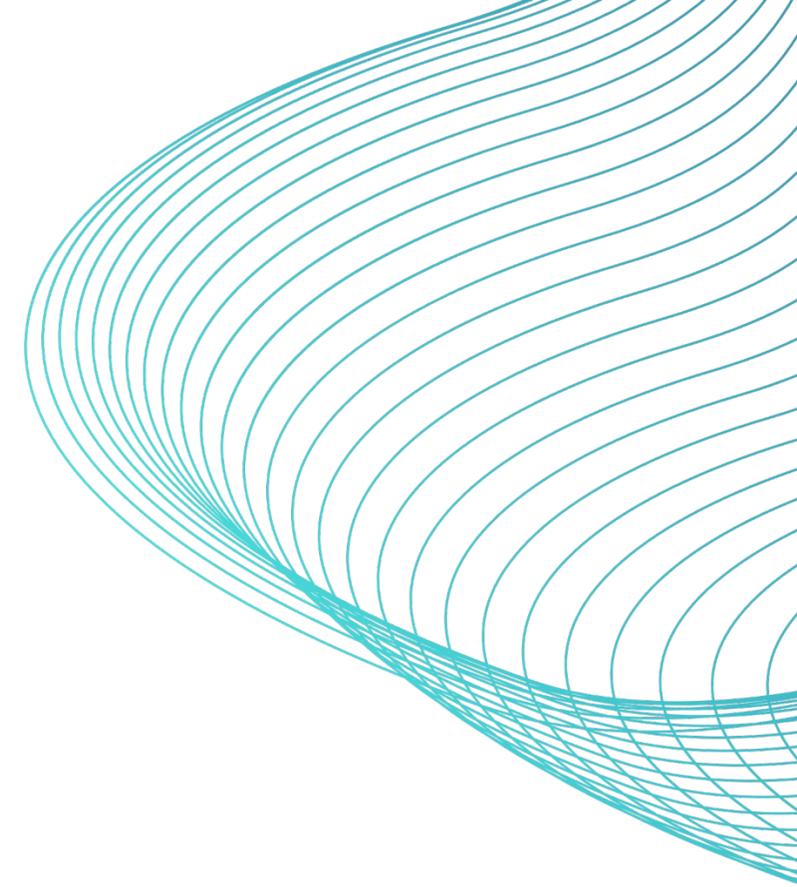


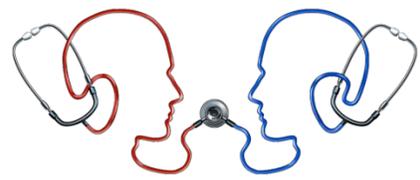
Open questions - Categories

Guiding questions - to point the questioner in a particular direction.

EXAMPLE:

"Did you have a good physical therapy session?" will direct the interlocutor to consider the positive aspects of the session and relate them while the question "How was therapy today?" does not ask for a verdict on how good or bad the session was, but rather a more balanced and accurate description of the events, good or bad.





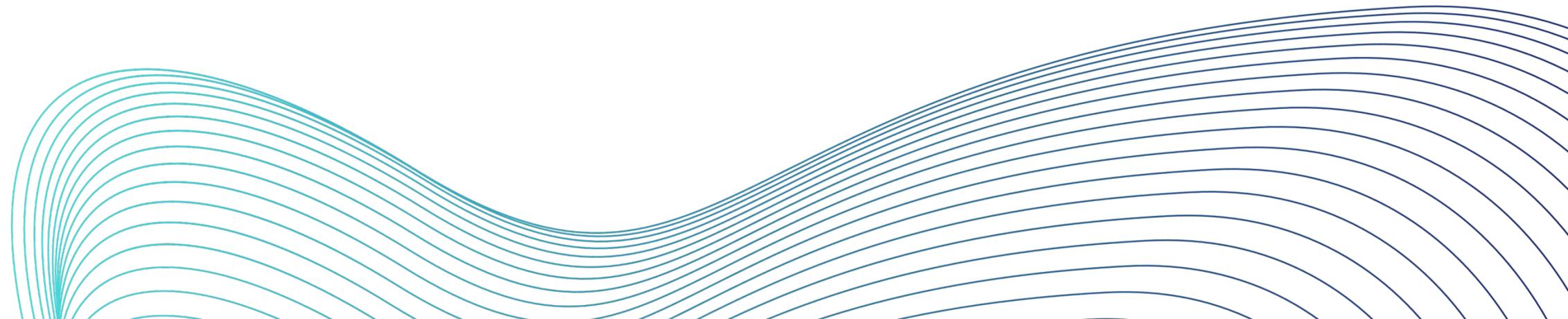
Open questions - Categories

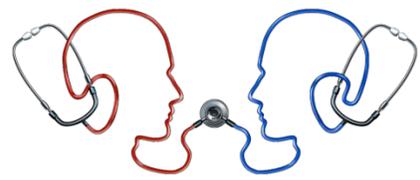


Reminder questions - to make the interlocutor remember something.

EXAMPLE:

"When was the last time you measured your blood pressure?", "What was your temperature the last time you checked?"





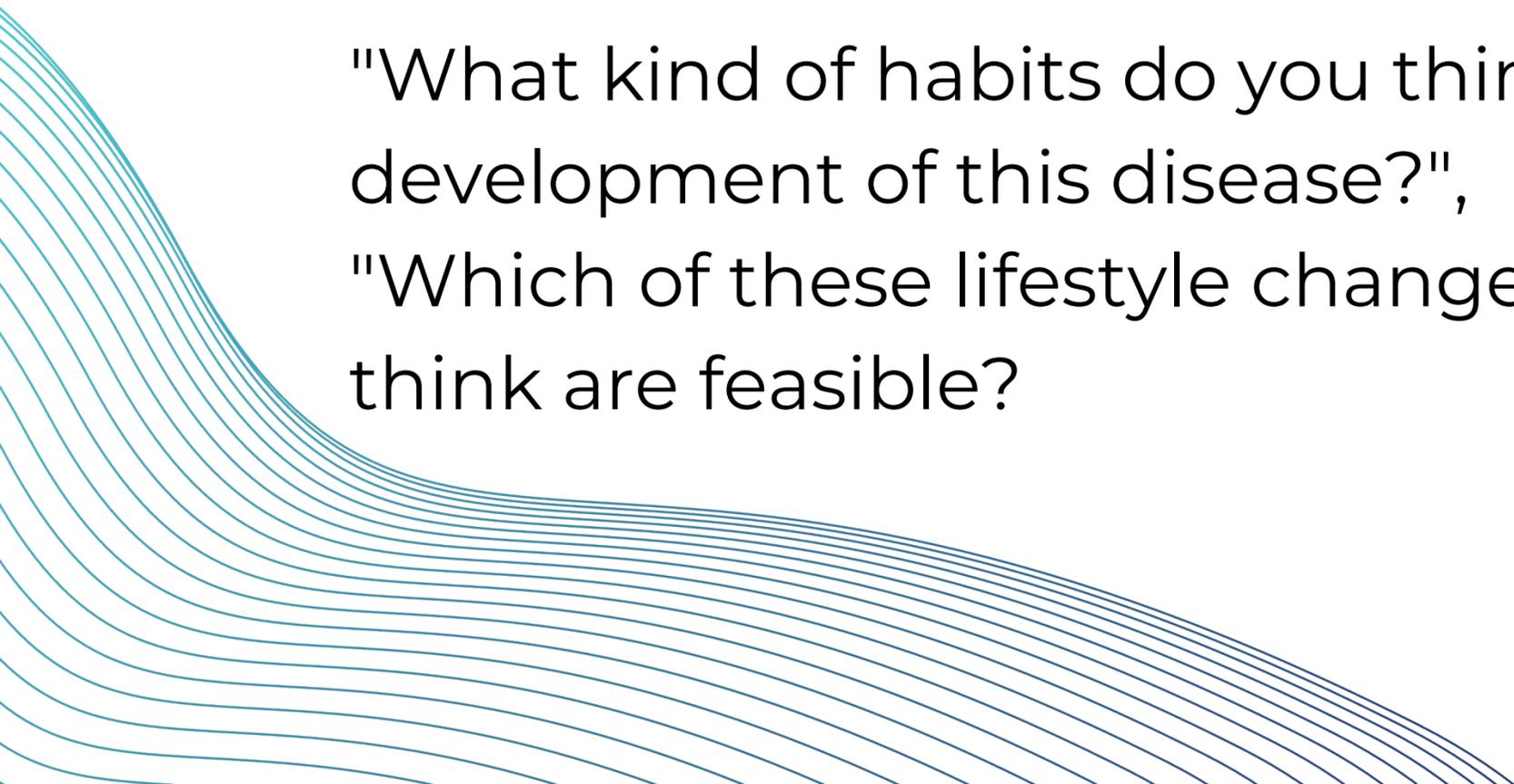
Open questions - Categories

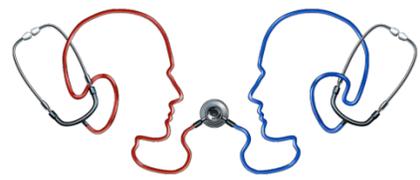
Process questions - to get the interlocutor to give more thought to answering and sharing an opinion.

EXAMPLE:

"What kind of habits do you think led to the development of this disease?",

"Which of these lifestyle changes do you think are feasible?"





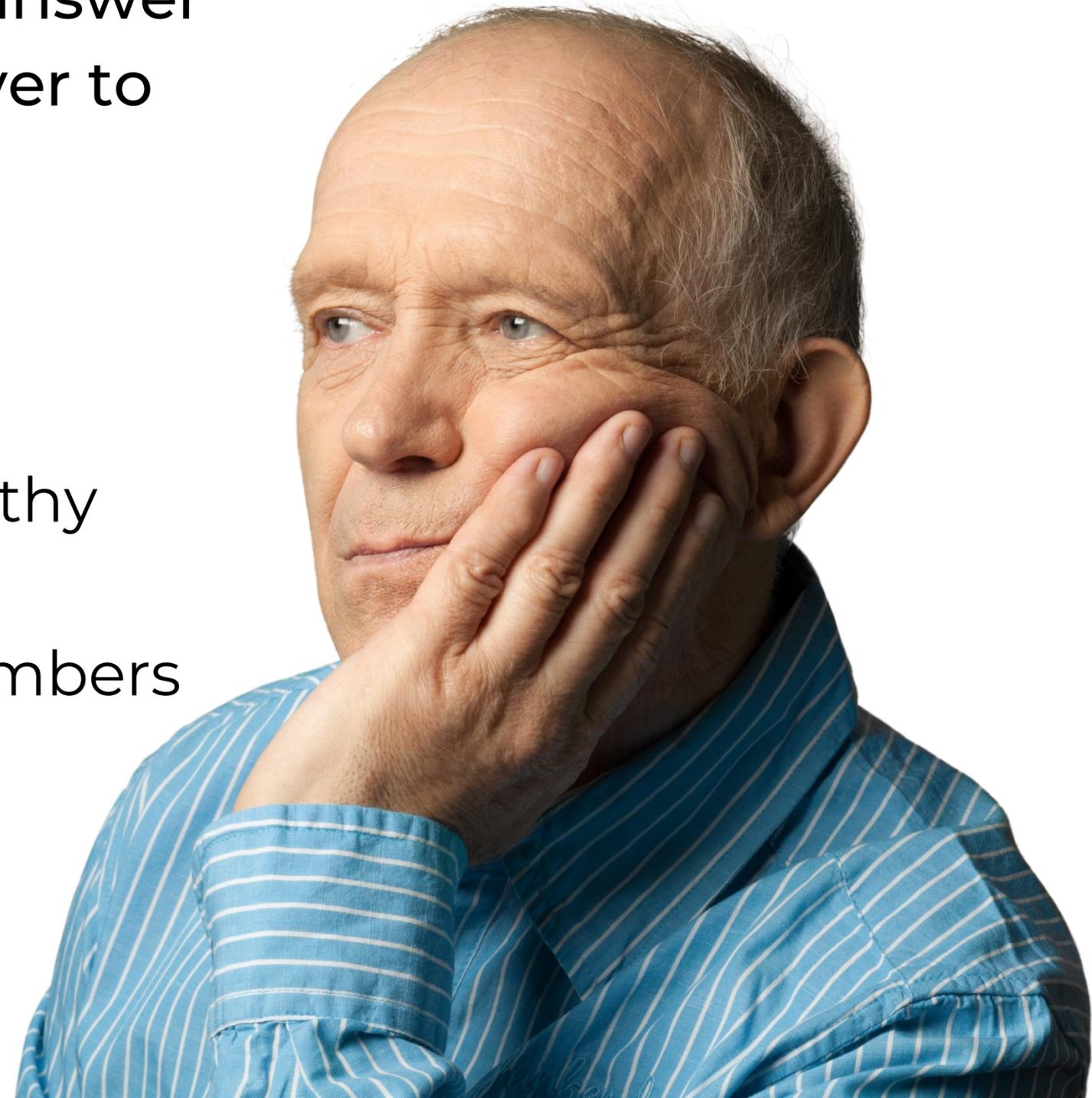
Open questions - Categories

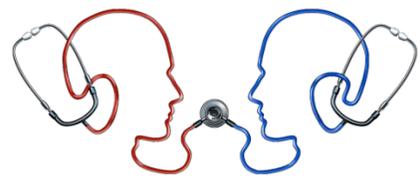
Rhetorical questions - do not require an answer and are most often used to get the receiver to think about something or to keep their attention.

EXAMPLE:

"Who wouldn't hope to become healthy overnight?",

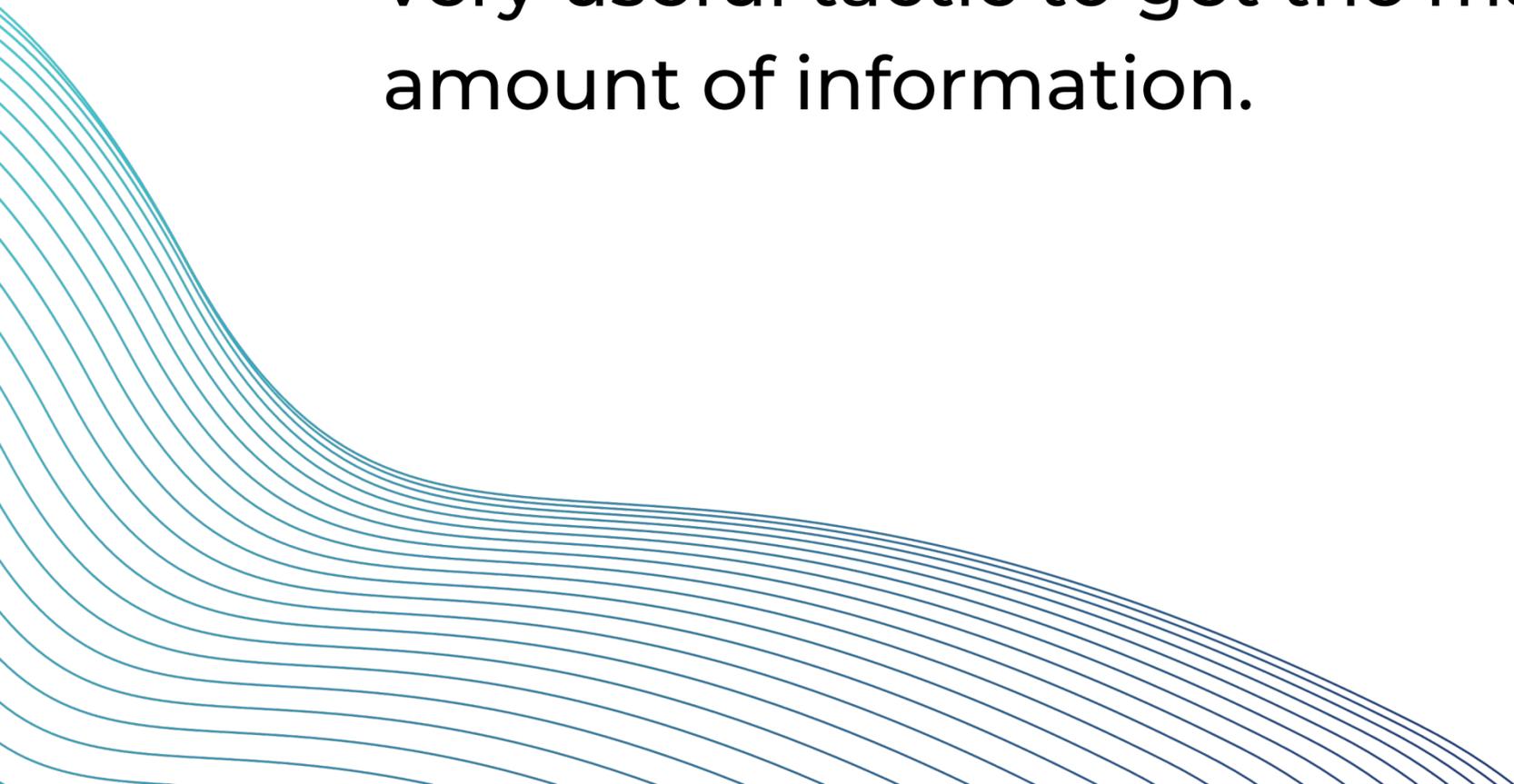
"Who wouldn't want their family members to stay healthy in their old age?"

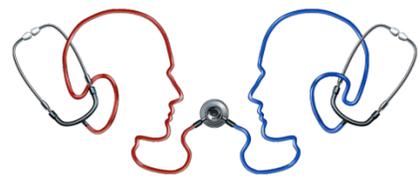




Open questions - Categories

Channeling questions - a series of questions ranging from less to more restrictive or vice versa. This can be a very useful tactic to get the maximum amount of information.



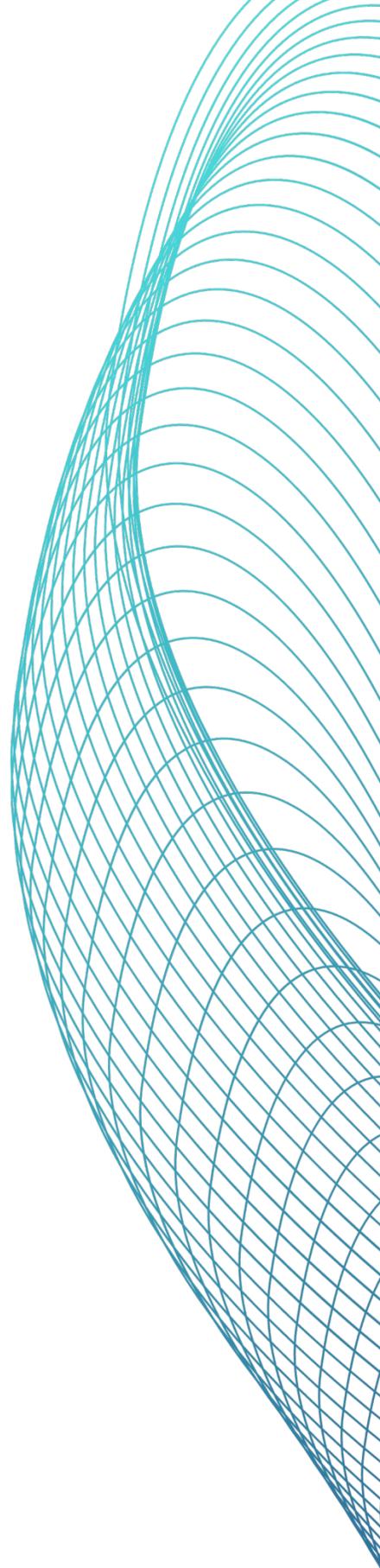


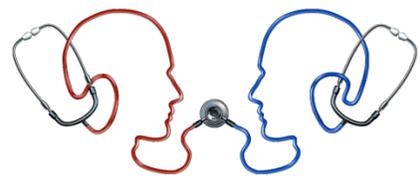
Sewerage questions - Example



Situation - you are dealing with a patient who is reluctant to honestly disclose important information for diagnosis or treatment.

Application - use a series of channeling questions



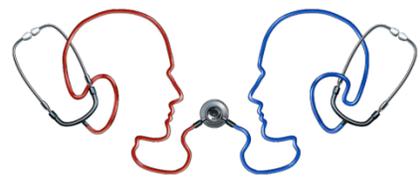


Sewerage questions - Example



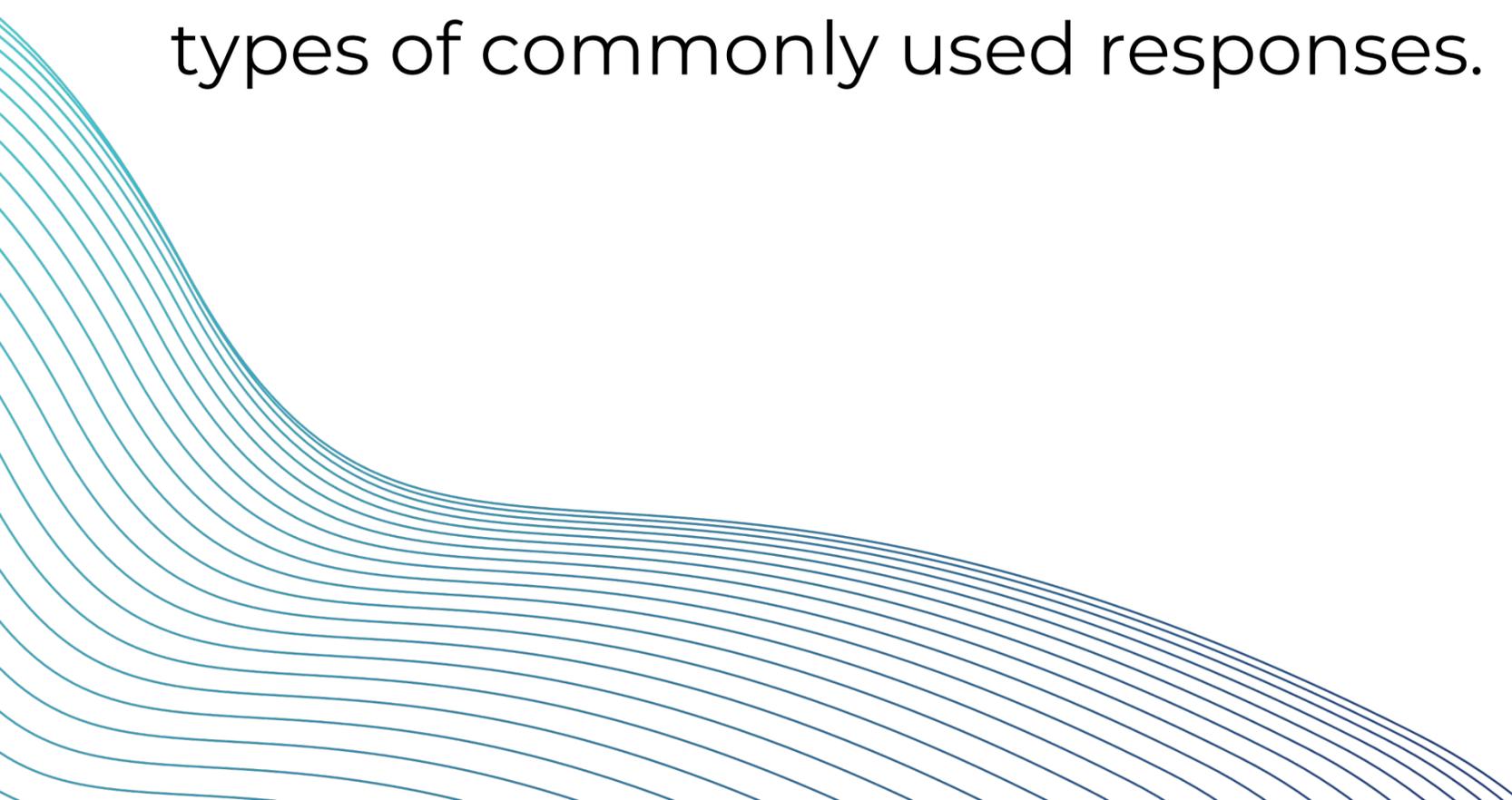
1. "Can you tell me about your latest crisis?"
2. "Who else was there with you?"
3. "Did you feel that any food you ate for dinner tasted strange?"
4. "What kind of alcohol did you serve, wine or spirits?"
5. "And approximately how many drinks did you have?"

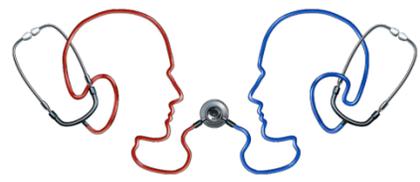
At each step the questions become more focused and the answers more restrictive. The example used shows how we can lead the interlocutor towards admitting that they have consumed alcohol.



Responses

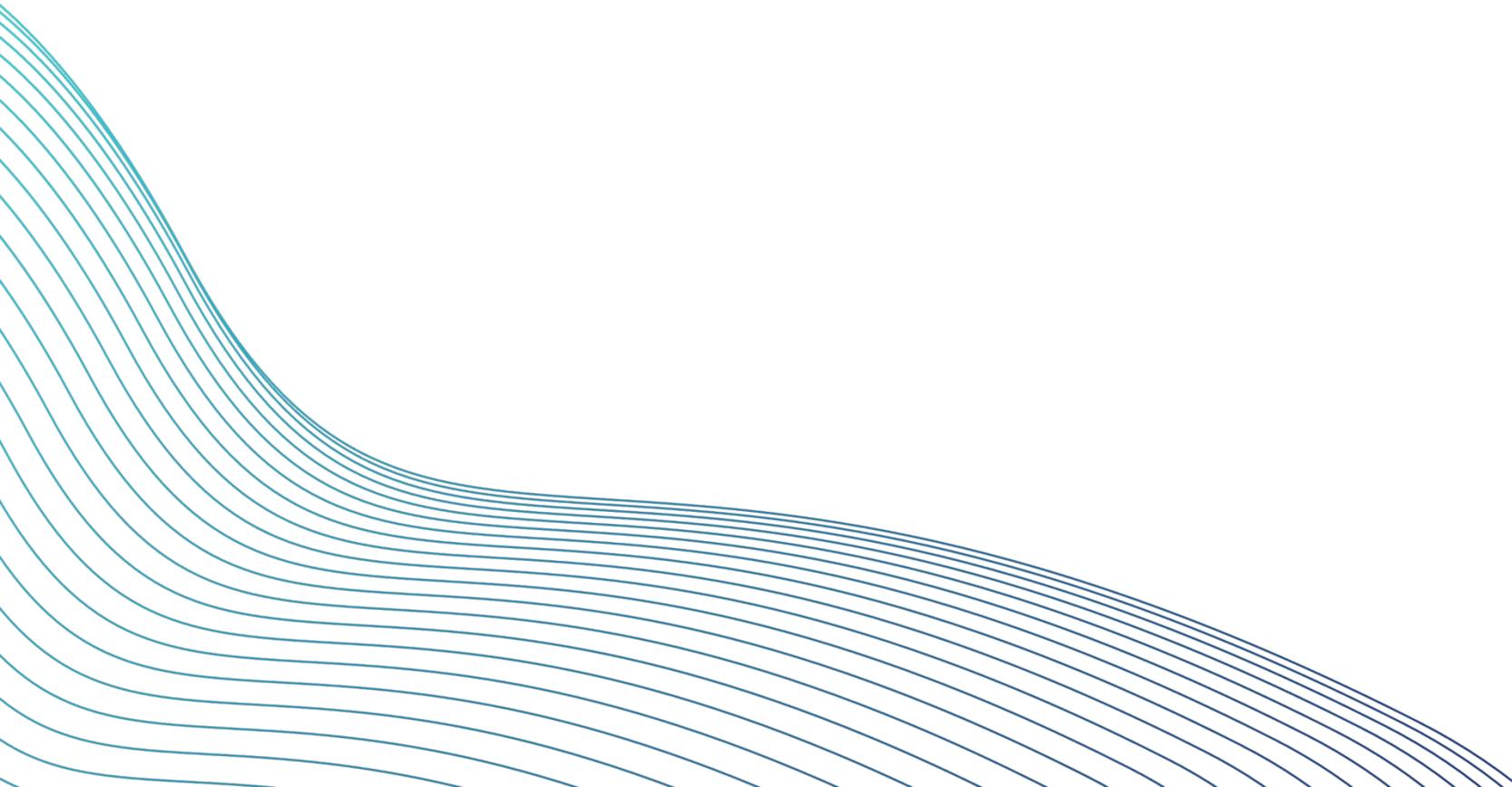
And when it comes to answers, variety is present. While the range of possibilities is almost infinite, theorists have identified several main types of commonly used responses.

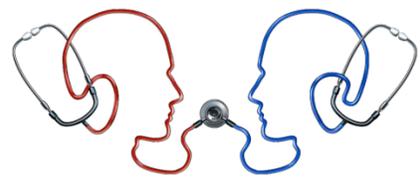




Responses - Categories

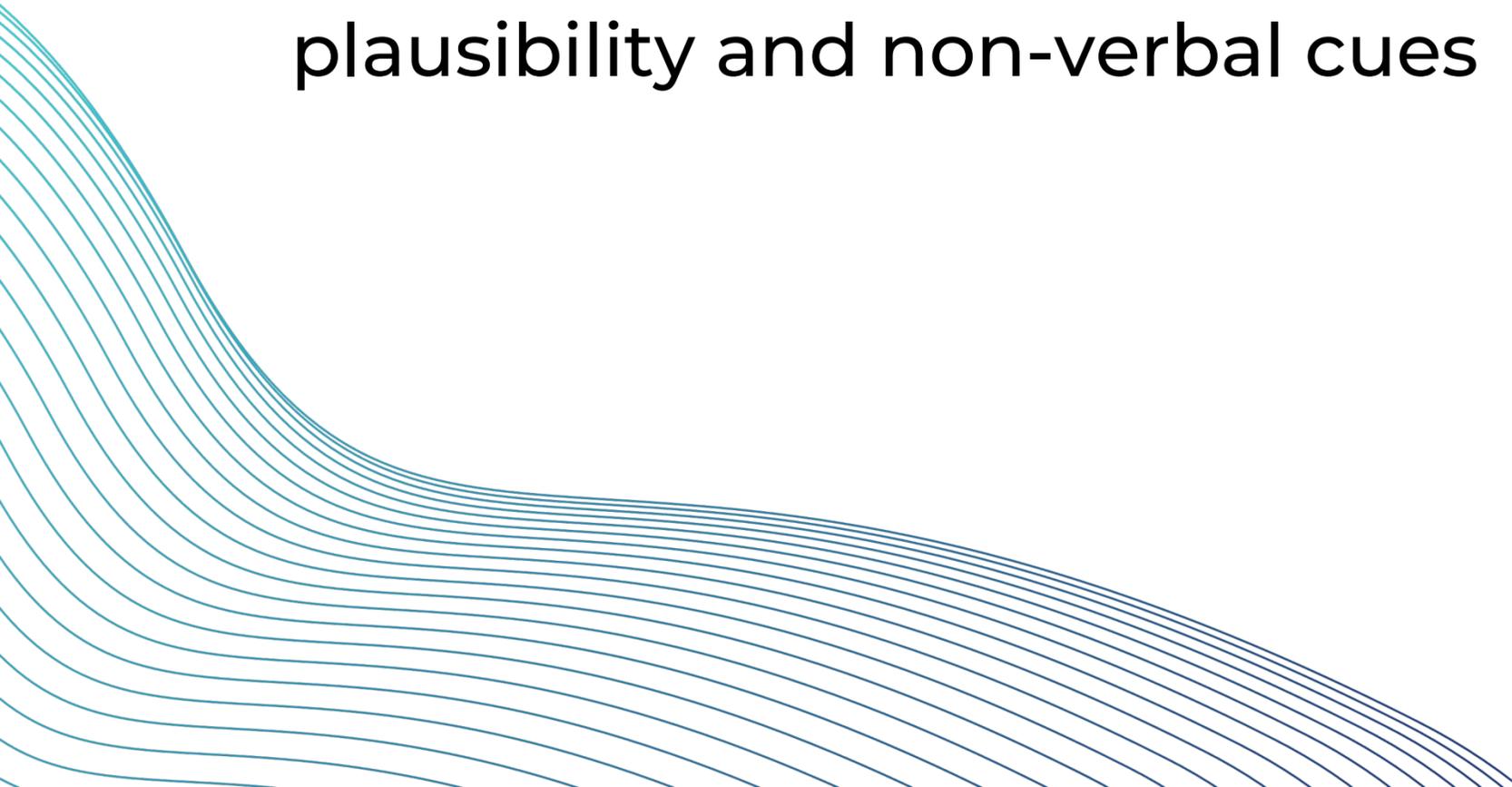
Direct and honest - the kind of response any communicator would like to get

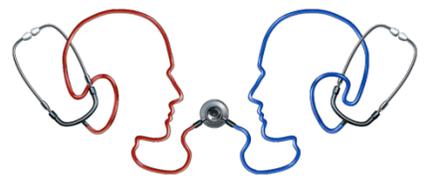




Responses - Categories

Deceptive - a lie as a less than desirable response that can be discovered based on both content plausibility and non-verbal cues

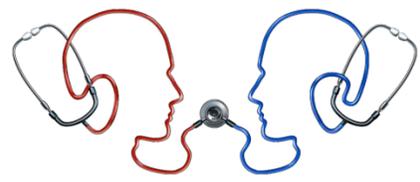




Responses - Categories

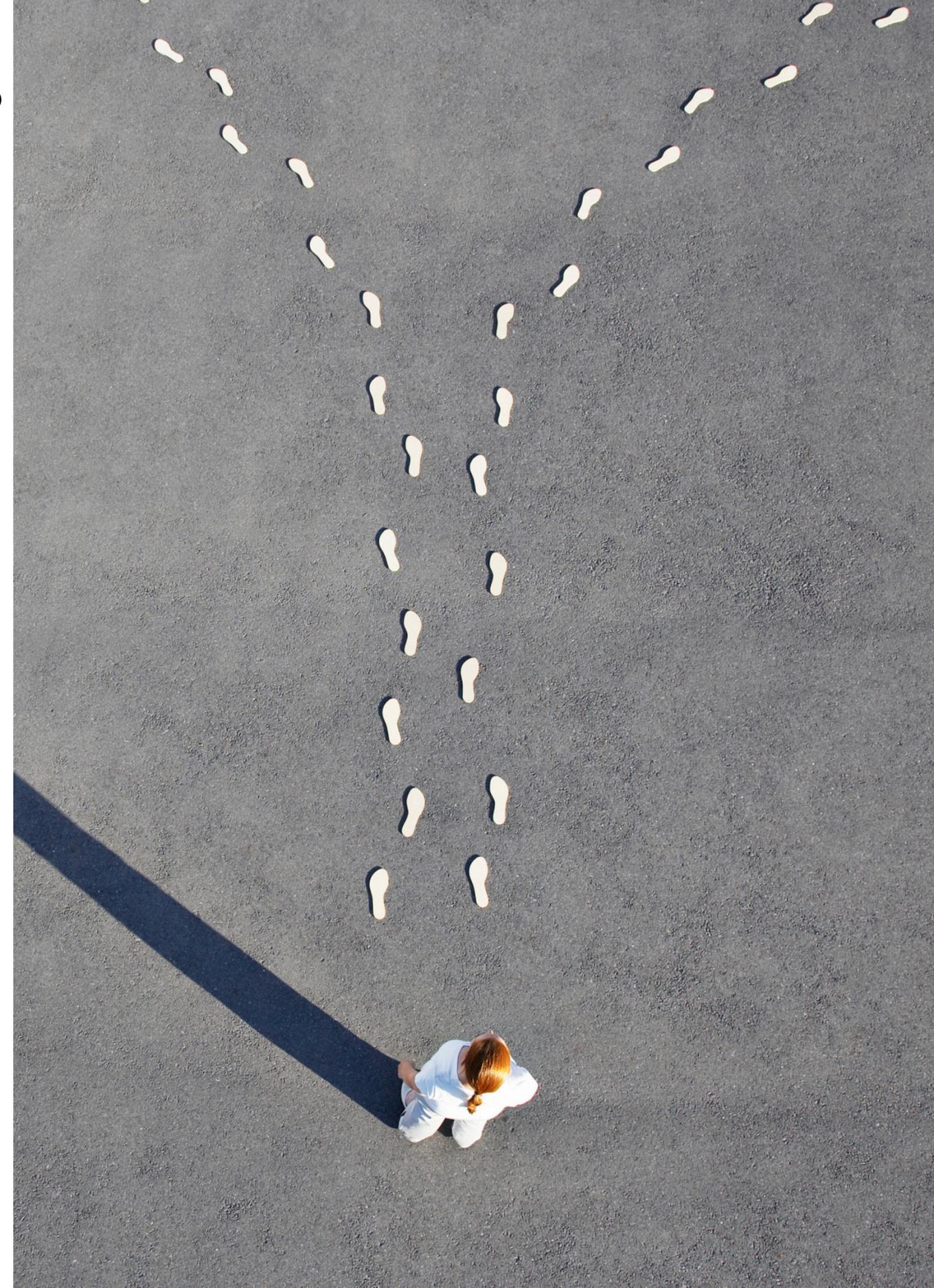
Partial - an response containing selective information

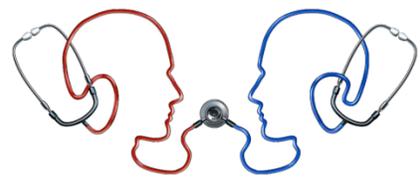




Responses - Categories

Out of context - an irrelevant or unconnected response given in an attempt to change the subject

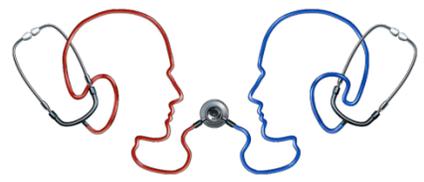




Responses - Categories

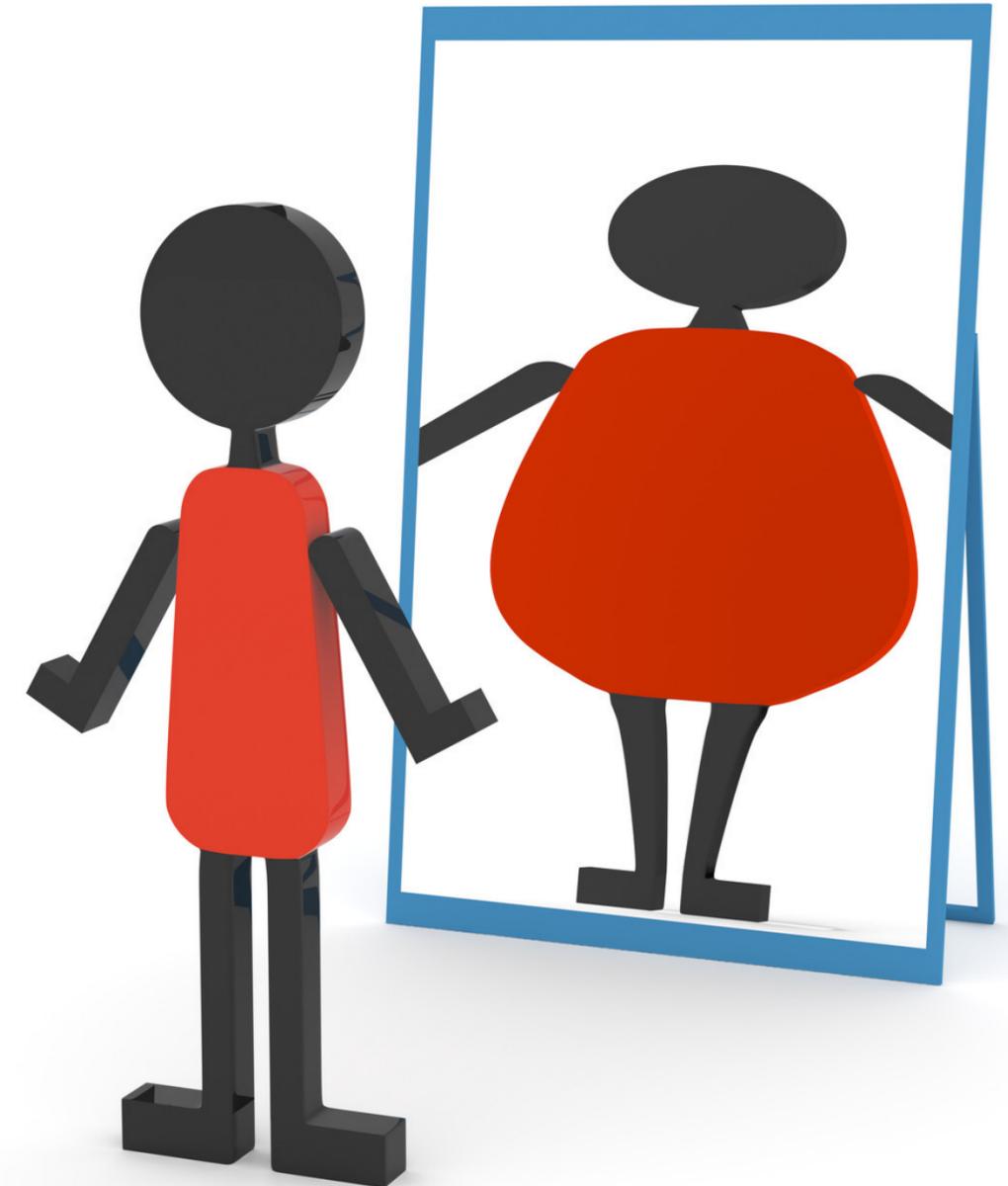
evasive - response used especially when the person has been asked a difficult question and avoids it by answering with another question or giving an answer that tries to draw attention to a positive aspect of the topic

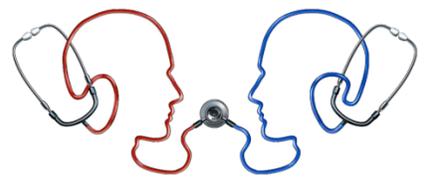




Responses - Categories

Distorted - different from misleading responses, distorted responses can be the result of a person's perceptions and stereotypes and most often respondents do not realise that their responses are influenced by these. There is also intentional use of this technique when people tend to exaggerate certain aspects.

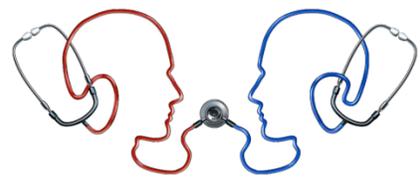




Responses - Categories

Delay - in the same category as avoidance, this response is used when the respondent needs more time to formulate a plausible and acceptable response

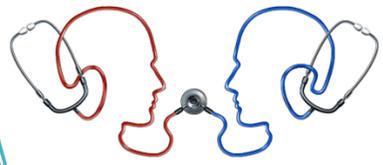




Responses - Categories

Refusal - refusals can be expressed either by saying "I don't want to answer" or by silence

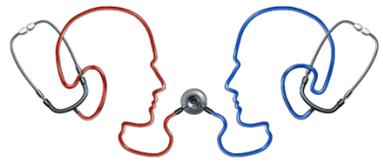




Non-verbal communication



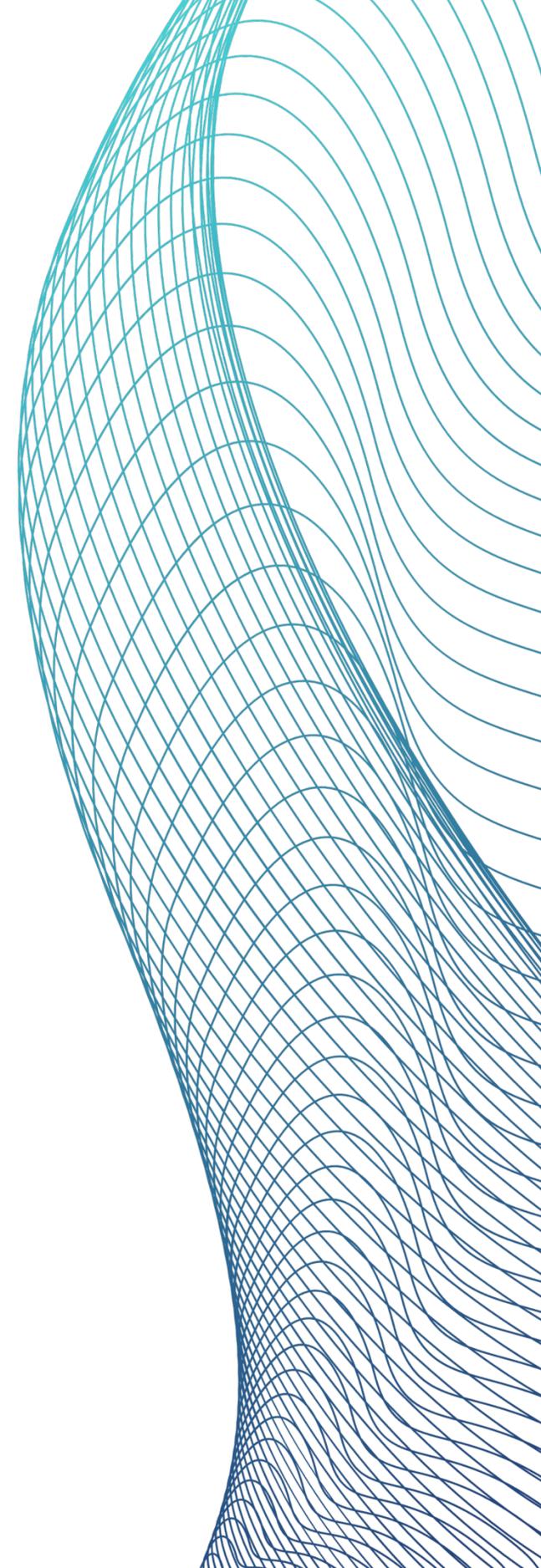
any information or meaning shared through various means, (other than words) such as sounds, behaviours, smell, facial expressions, gestures, body language, kinesics - physical placement of communicators, proxemics, etc.

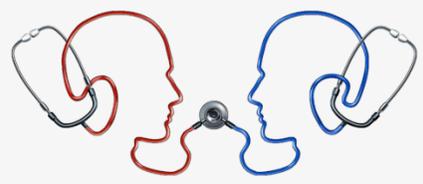


Non-verbal communication



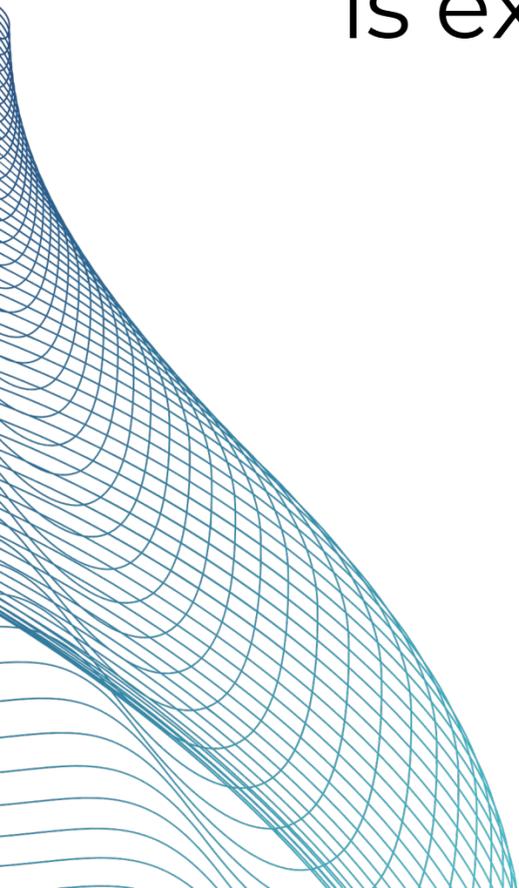
- can occur both intentionally and unintentionally.
- uses several channels simultaneously, thus being continuous, whereas verbal communication is punctual.

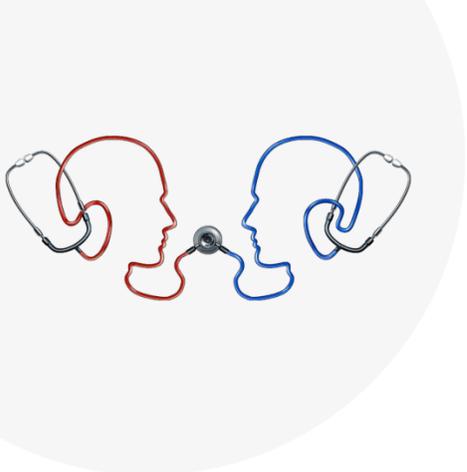




Tools for sharing meaning in interactions

can provide additional clues
and information vis à vis what
is expressed verbally



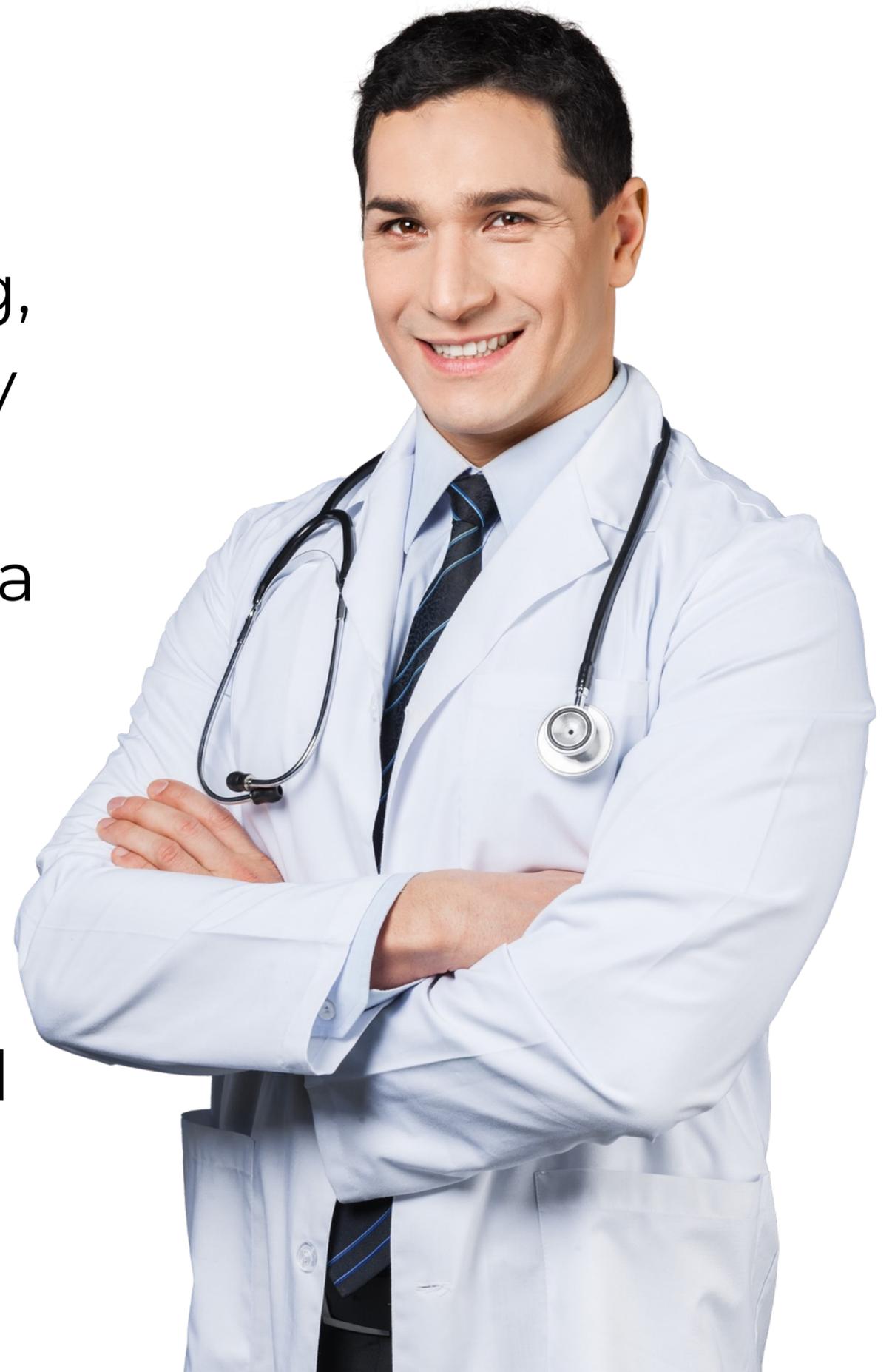


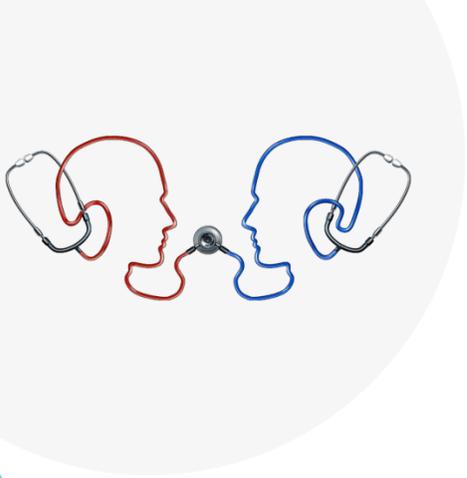
Appearance

The way we look - clothing, colours, hairstyles and any other factor affecting appearance is considered a type of non-verbal communication.



Appearance has the potential to influence both psychological and physical reactions and interpretations.



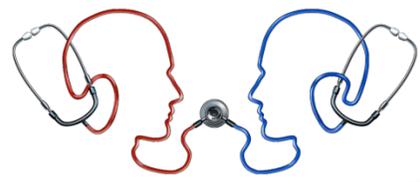


Aspect



In the medical field, this form of communication is extremely important because it can provide important clues in a short time allowing immediate exploration



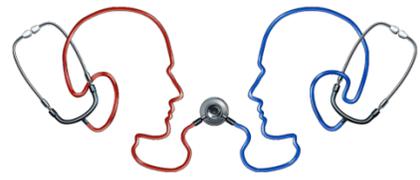


Exercise



Identify issues that can quickly complete the history and that may indicate items that need immediate exploration.

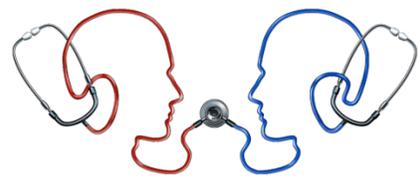
Situation: Patient presents with confusion, vomiting, incoherence.



Exercise

Patient presents with
confusion, vomiting,
incoherence.

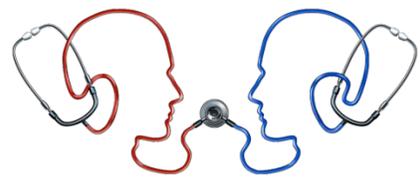




Exercise

Patient presents with
confusion, vomiting,
incoherence.





Exercise

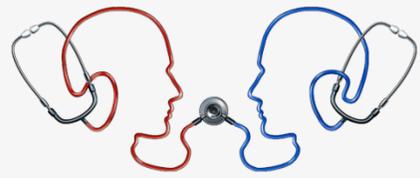
Patient presents with
confusion, vomiting,
incoherence.



Kinestezie

- refers to the analysis of body and facial movements, gestures, posture, etc.
- includes a number of elements that are very complex, such as facial expressions, eye contact, head movements and gestures

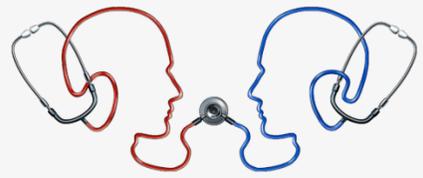




Gestures

- movements and signals used to communicate meaning without words
- the matrix of gestures is infinite but there are three identifiable categories:
 - adaptive/manipulative
 - emblems
 - illustrators

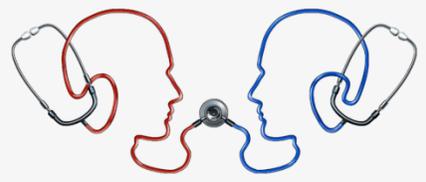




Gestures - adaptive/manipulative

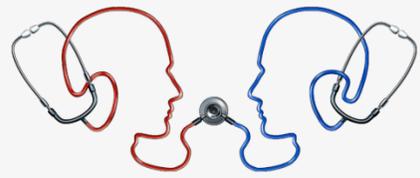
- touch gestures and movements that are generally related to a state of anxiety or excitement
- may be directed towards self, other people or objects/artifacts





Adaptation gestures - example

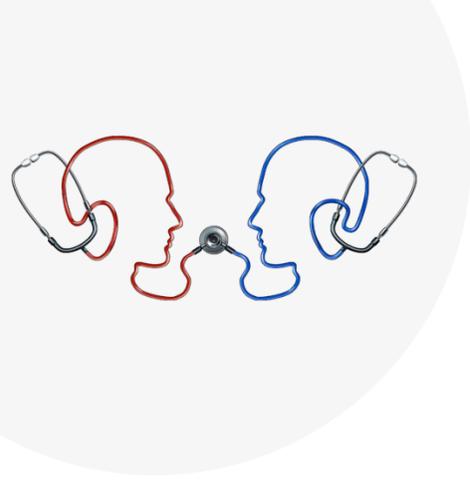




Adaptation gestures - example

shaking the legs, repetitive pressing of a pen cap, rhythmic touching of the table with the fingers, etc. - adaptive gestures that we subconsciously manifest to use up excess energy when we are nervous, anxious, nervous or on hold

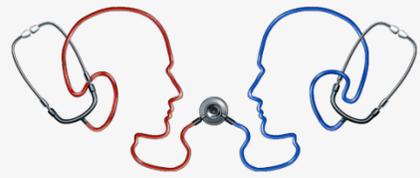




Gestures - emblems

- have an agreed meaning and are distinct from the sign language used by people with hearing/speech impairments
- specific meaning may vary according to cultural background or context





Emblem gestures - example

Understood

OK

Japan: Money - Sometimes the gesture is made with the bottom 3 fingers

Brazil: A rude gesture





Emblem gestures - example

Understood

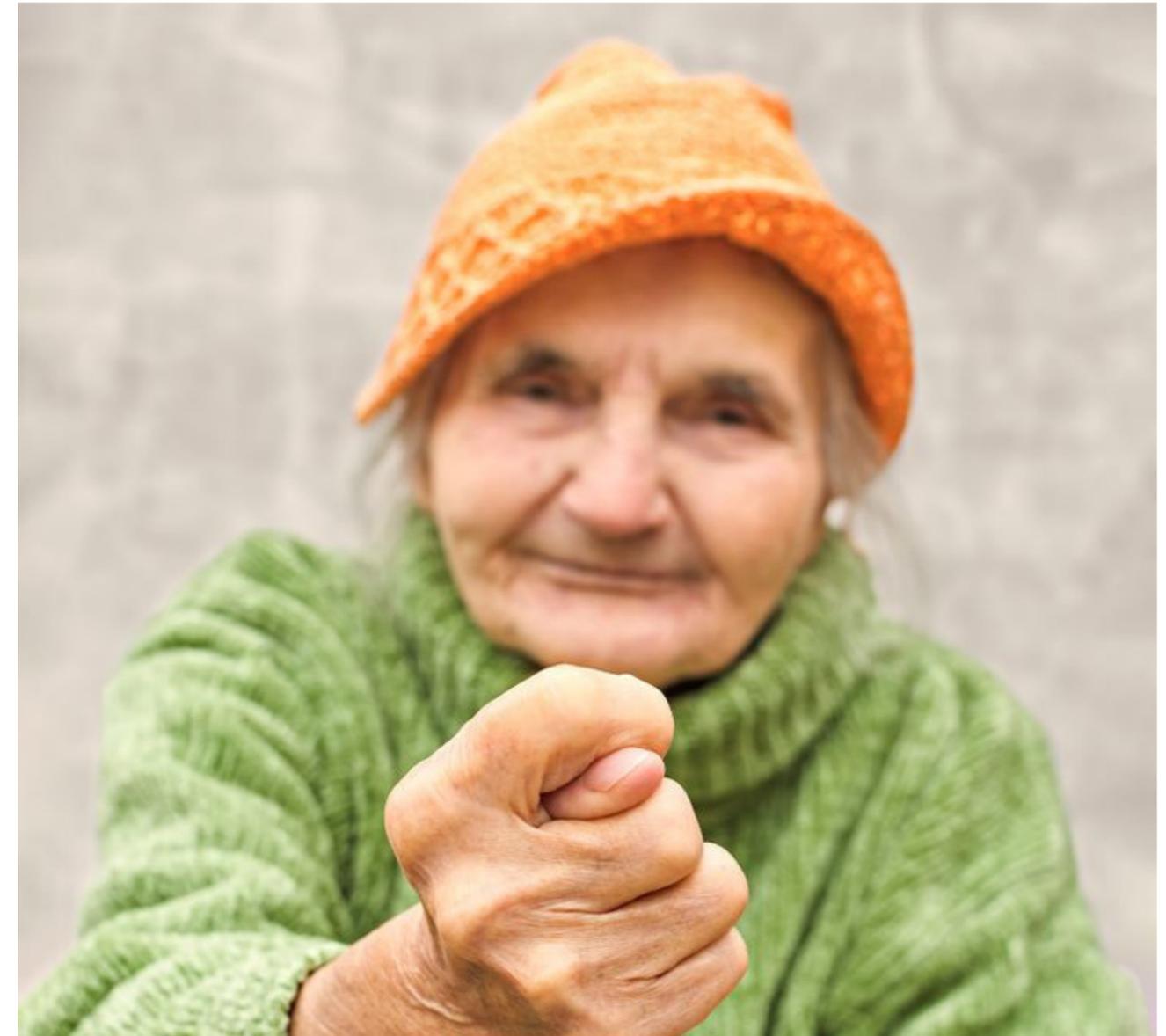
Got you by the nose (to the kids)

An obscene gesture similar to the middle finger and is also used to show disagreement or to refuse a request

Brazil: good luck gesture to ward off disgust and jealousy

Sign language (American Sign Language -ASL): sign for the letter T

Language -ASL): sign for the letter T





Emblem gestures - example

Understood

OK

Used for hitchhiking

Iraq, Iran: An insult

ASL: The thumb moved left-right is the sign for the number 10. When held stationary and pushed toward another person, the meaning is "yourself"





Emblem gestures - example

Understood

"Come here"

This gesture is also used with
seductive overtones

Filipino: it is only used to call a dog. It
is derogatory to use in interaction
with humans. Use of this gesture can
lead to arrest



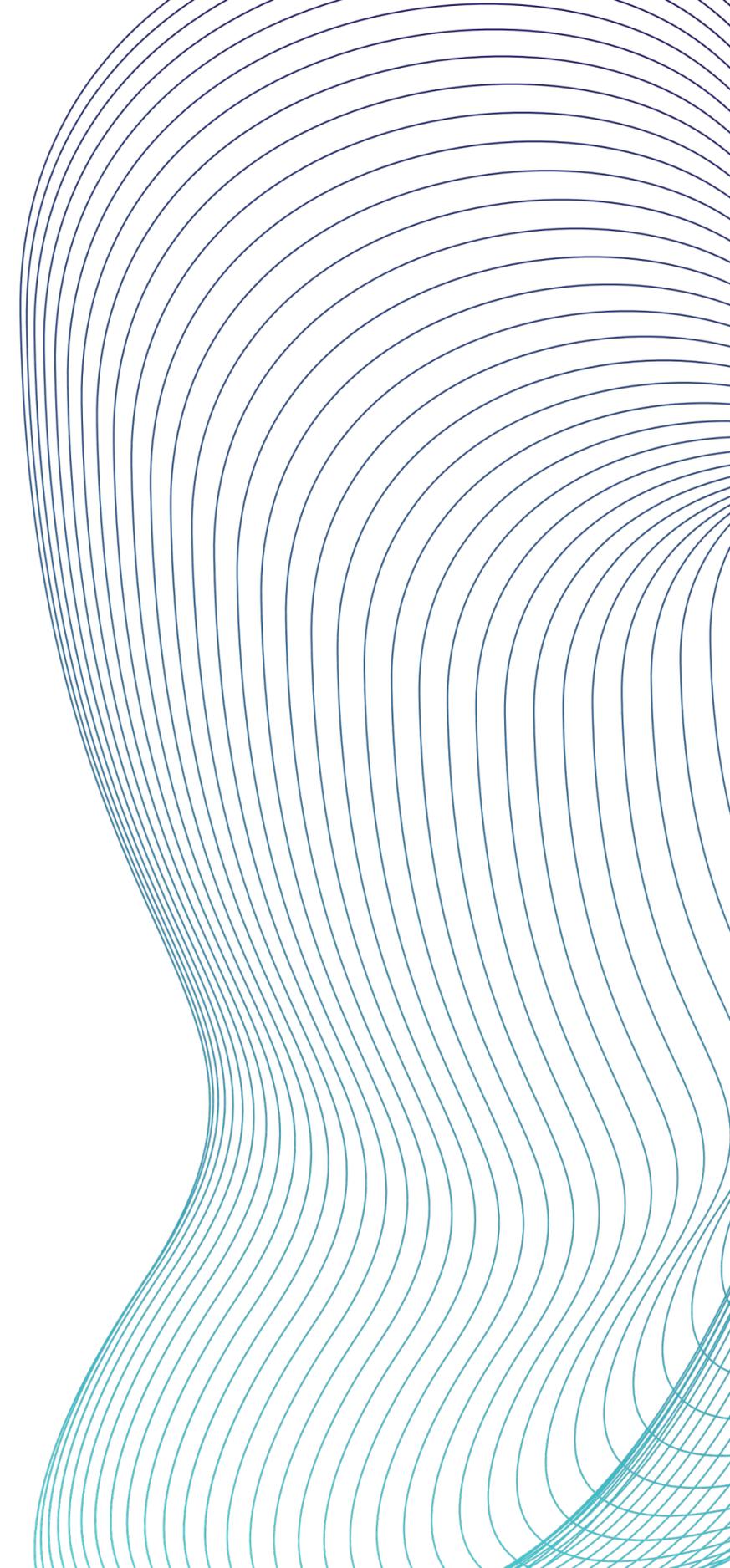


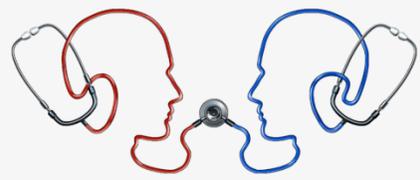
Gestures - illustrators



- those gestures we use to emphasize what we say

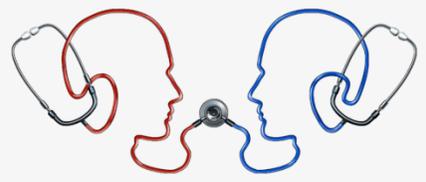
- are frequently used involuntarily and come naturally





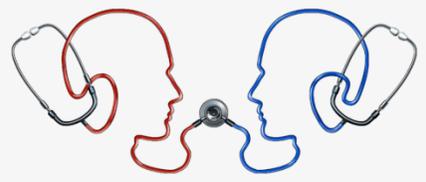
Illustrative gestures - example





Illustrative gestures - example

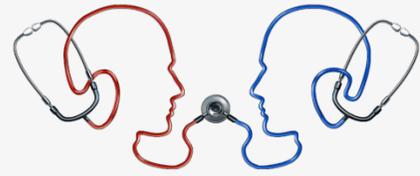




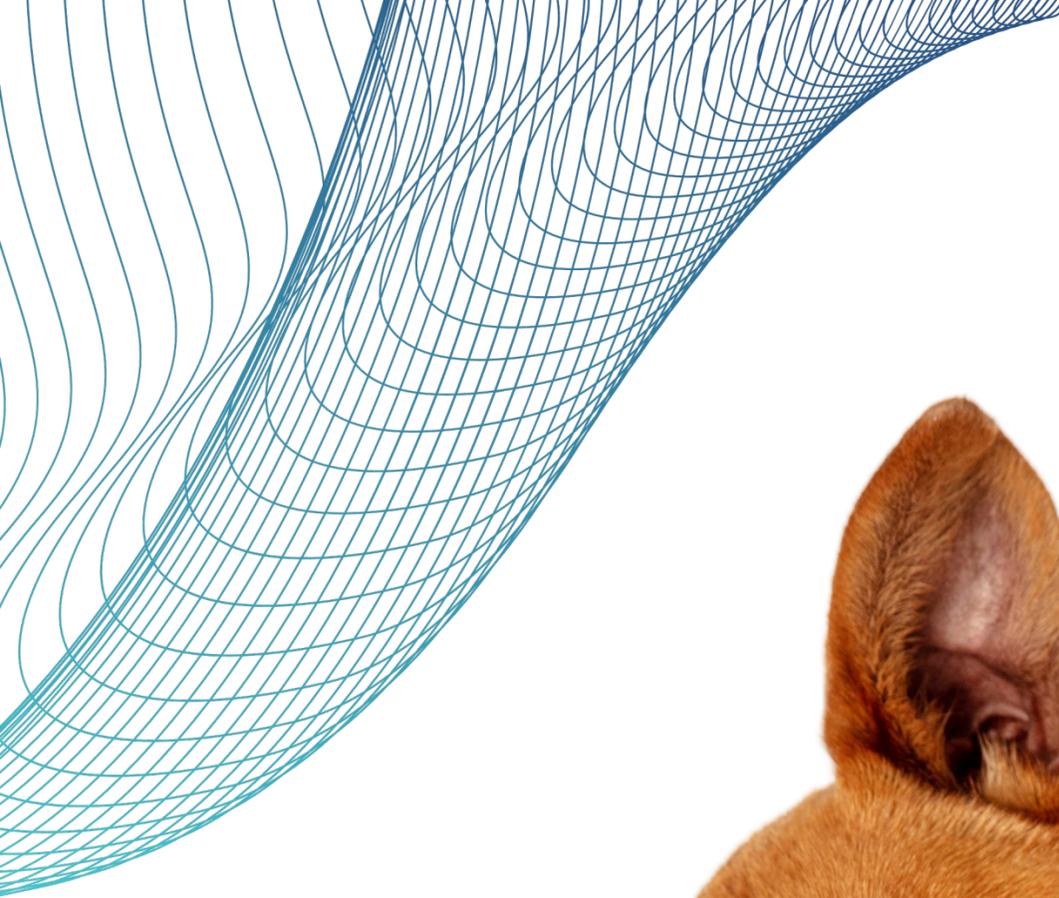
Illustrative gestures - example



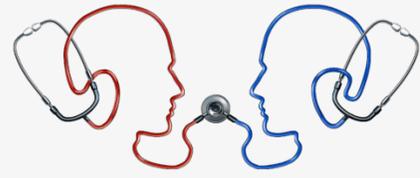
Head movements



- commonly used to convey a variety of emotions and meanings

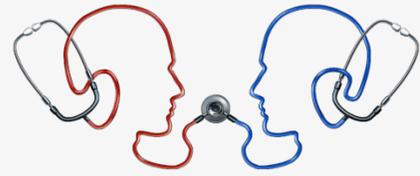


Head movements - example



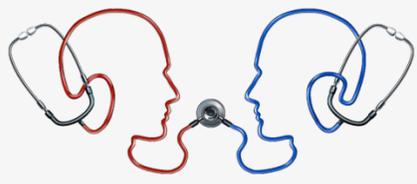
- the up and down movement of the head is a sign of approval
- head movement from left to right signals "no"
- head tilt indicates interest as well as submission and trust

Visual Contact



- face and eyes are generally the focal points during a conversation
- eye movements can regulate or monitor the interaction and can also help establish connections and are an important component of active listening skills

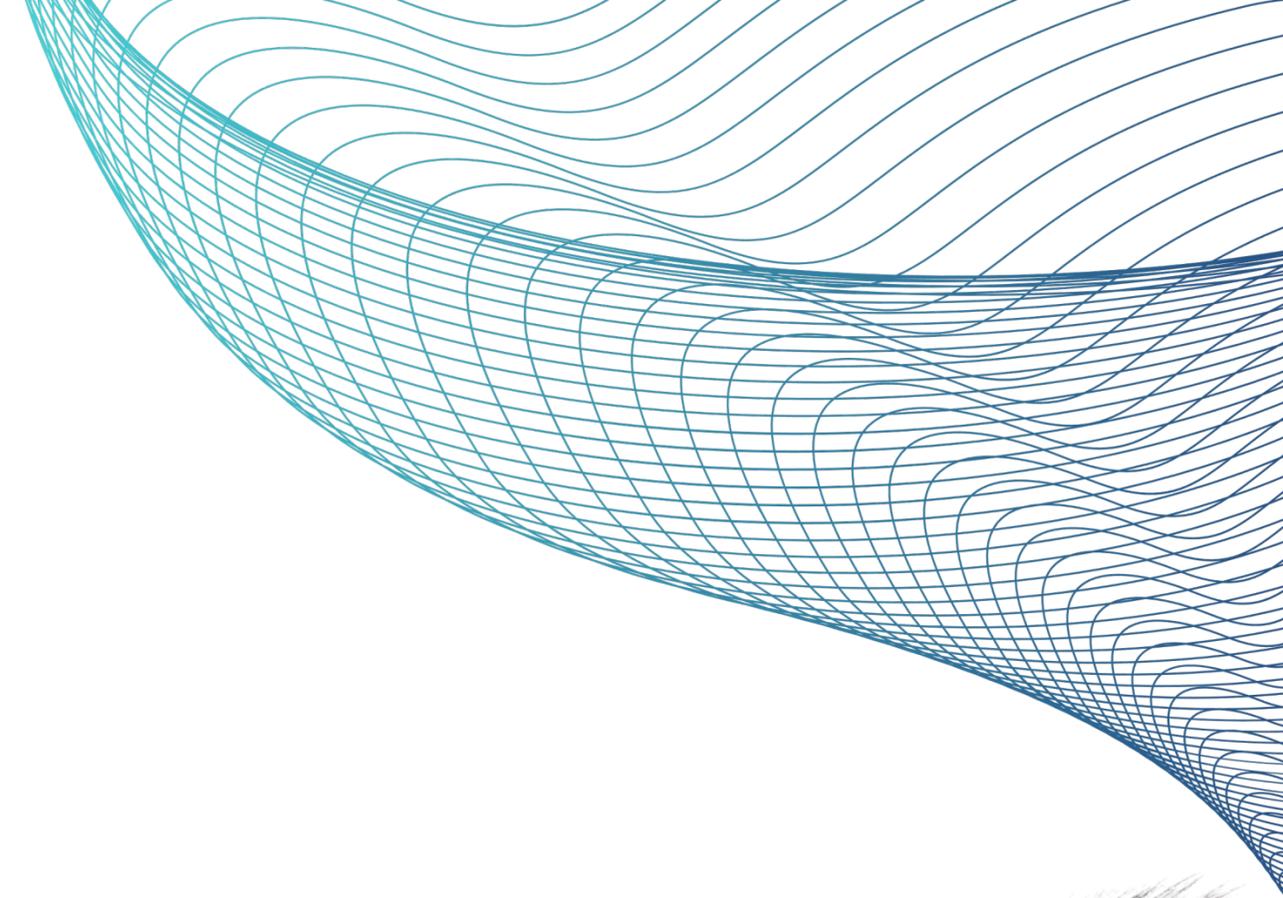


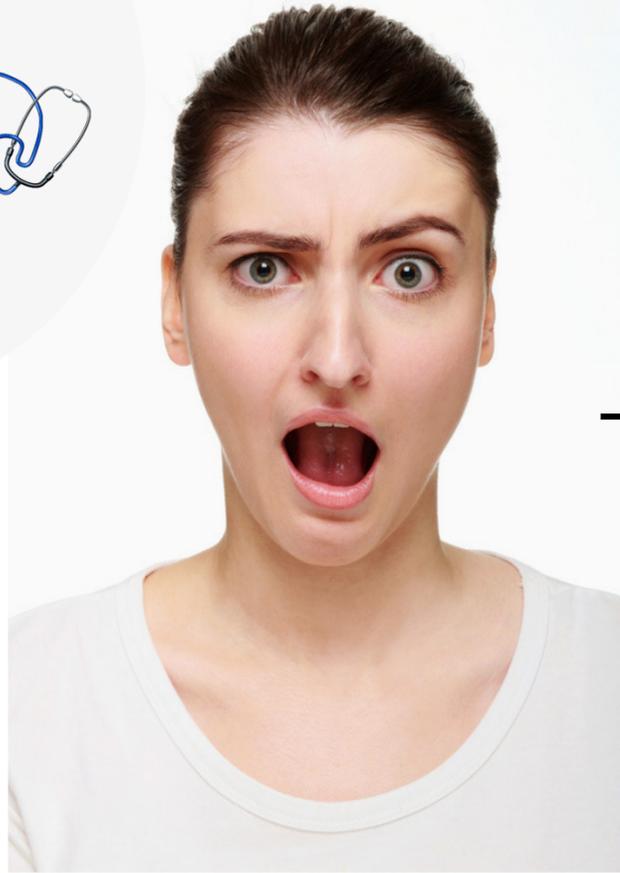


Visual Contact

can meet some specific objectives
such as:

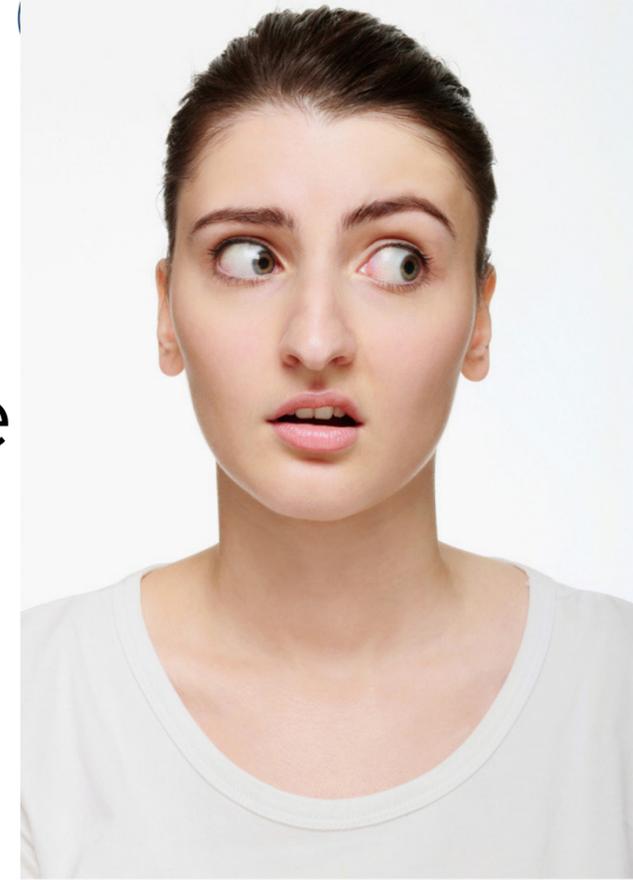
- Providing cues for changes on the part of the speaker
- Signalling cognitive activity (we look away when processing information or remembering)
- Intimidation
- Flirting



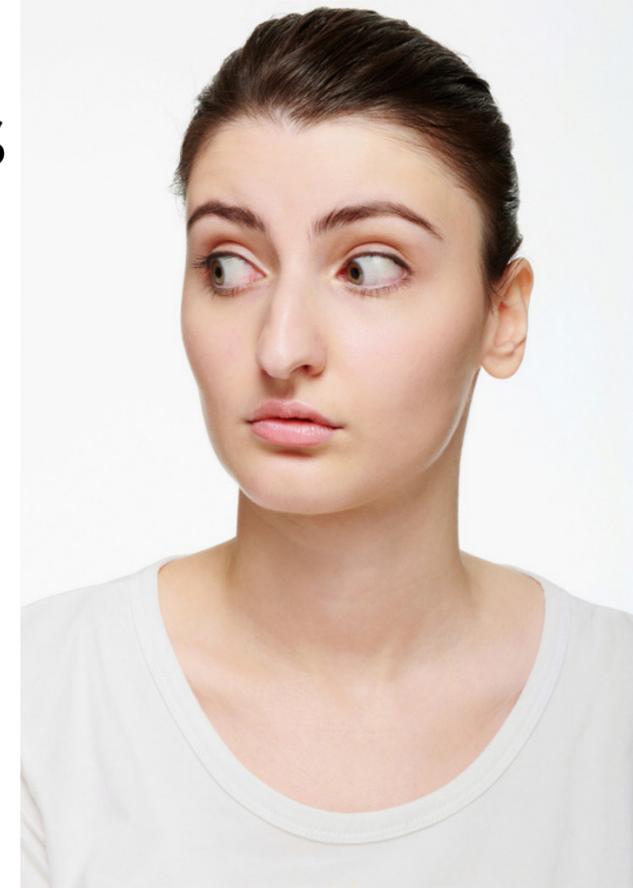
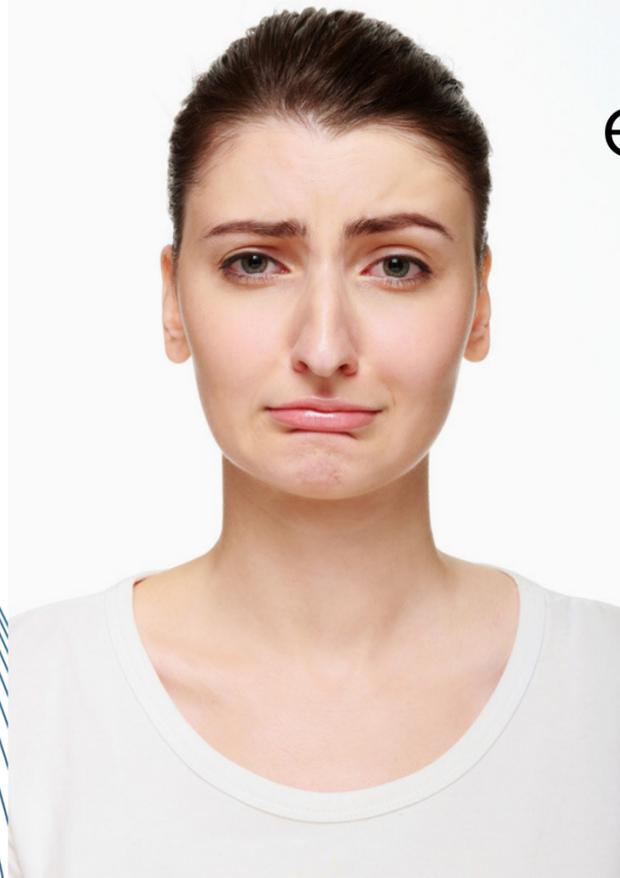


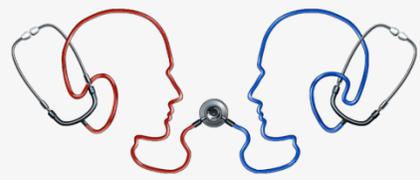
Facial expressions

- are extremely relevant, as the face is the most expressive part of the human body



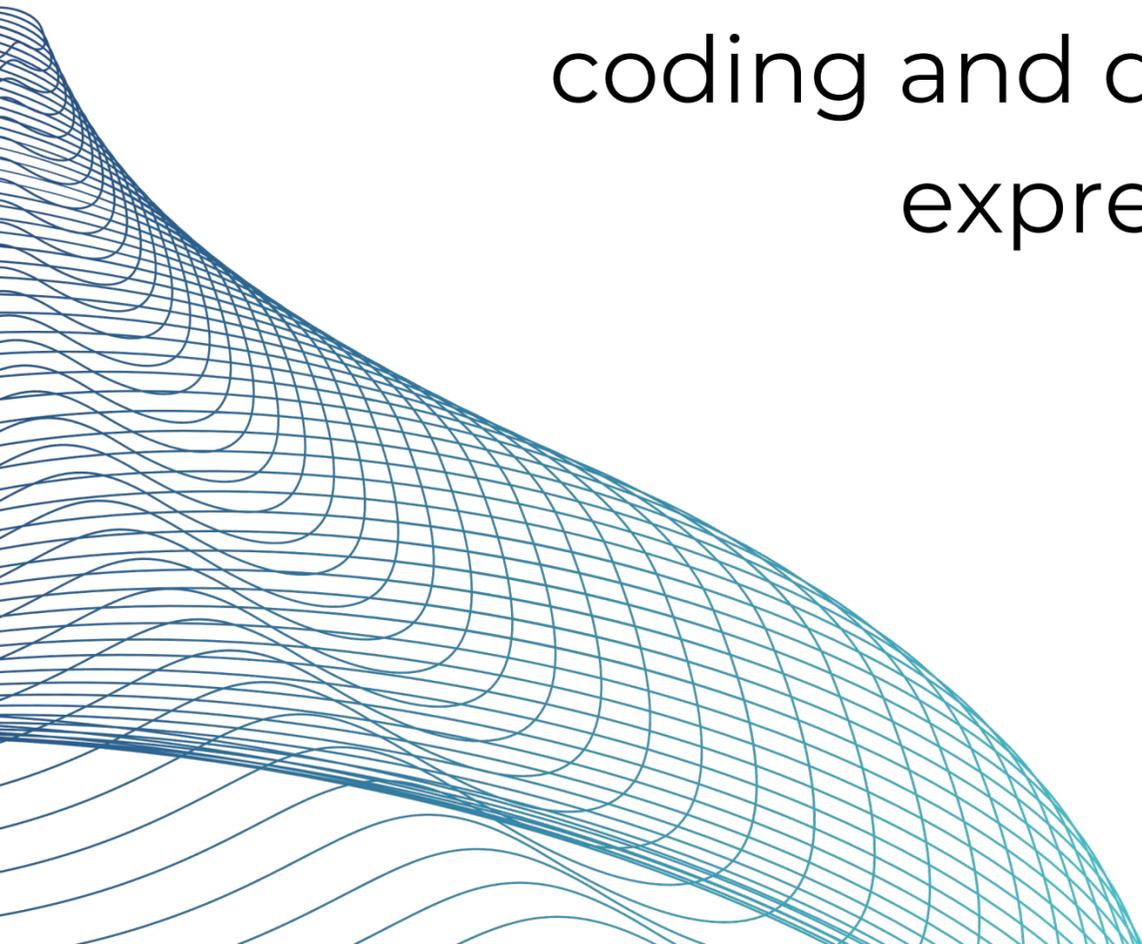
- there is universality in facial expressions that convey states such as anger, disgust, happiness, sadness, surprise and fear

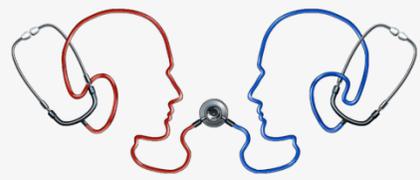




Facial expressions

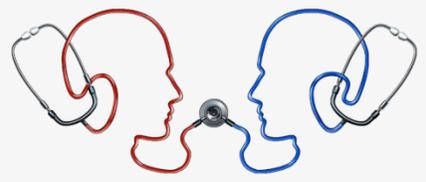
F.A.C.S. - Facial Action Coding System, a science dedicated to coding and decoding facial expressions.



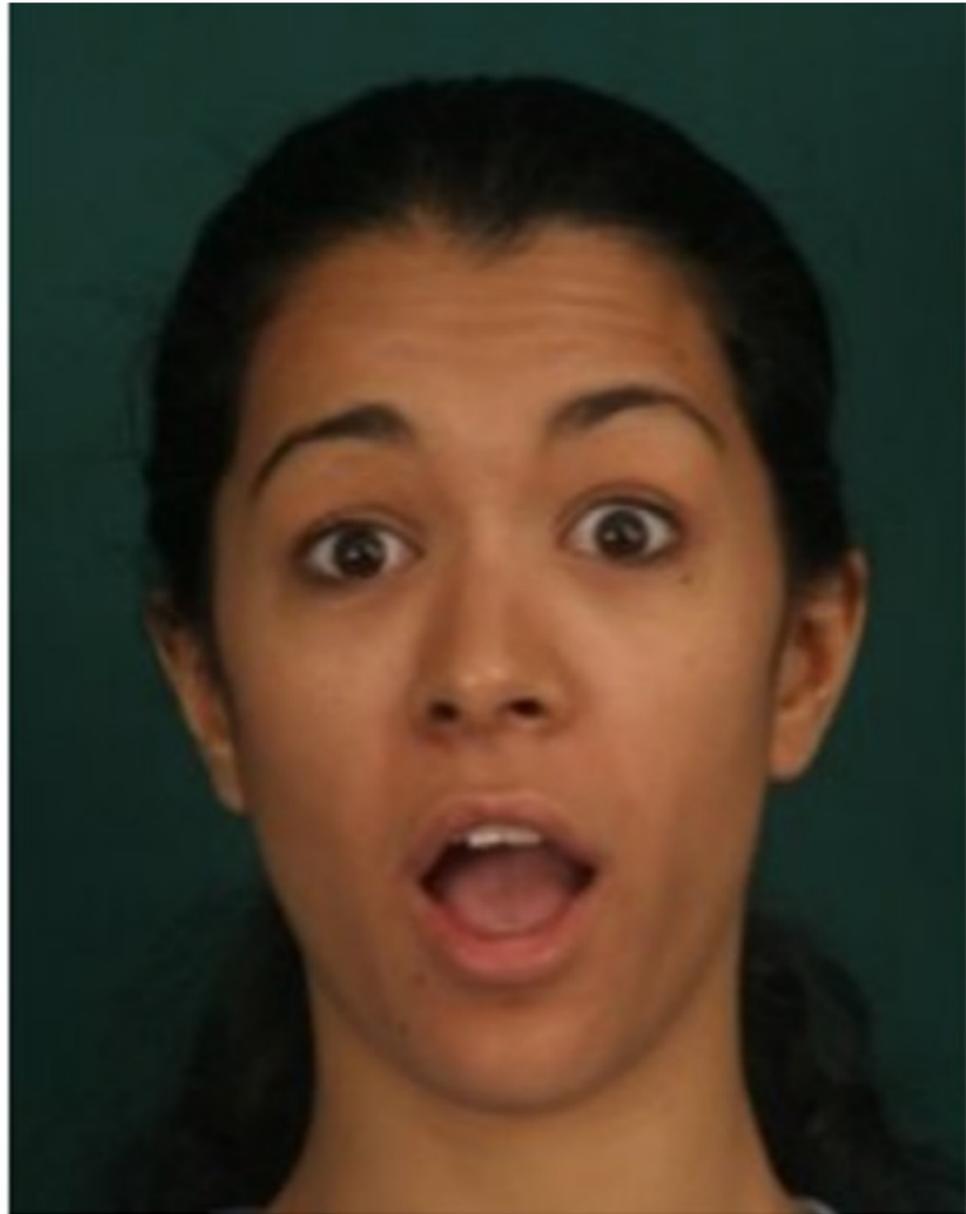
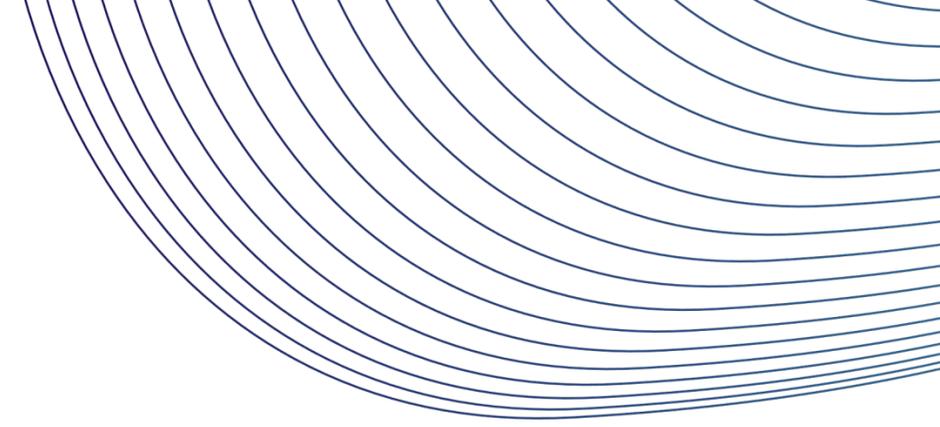


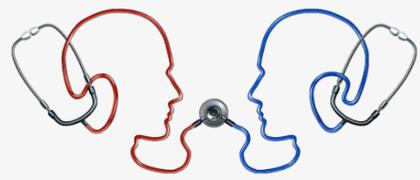
Facial expressions - Happiness



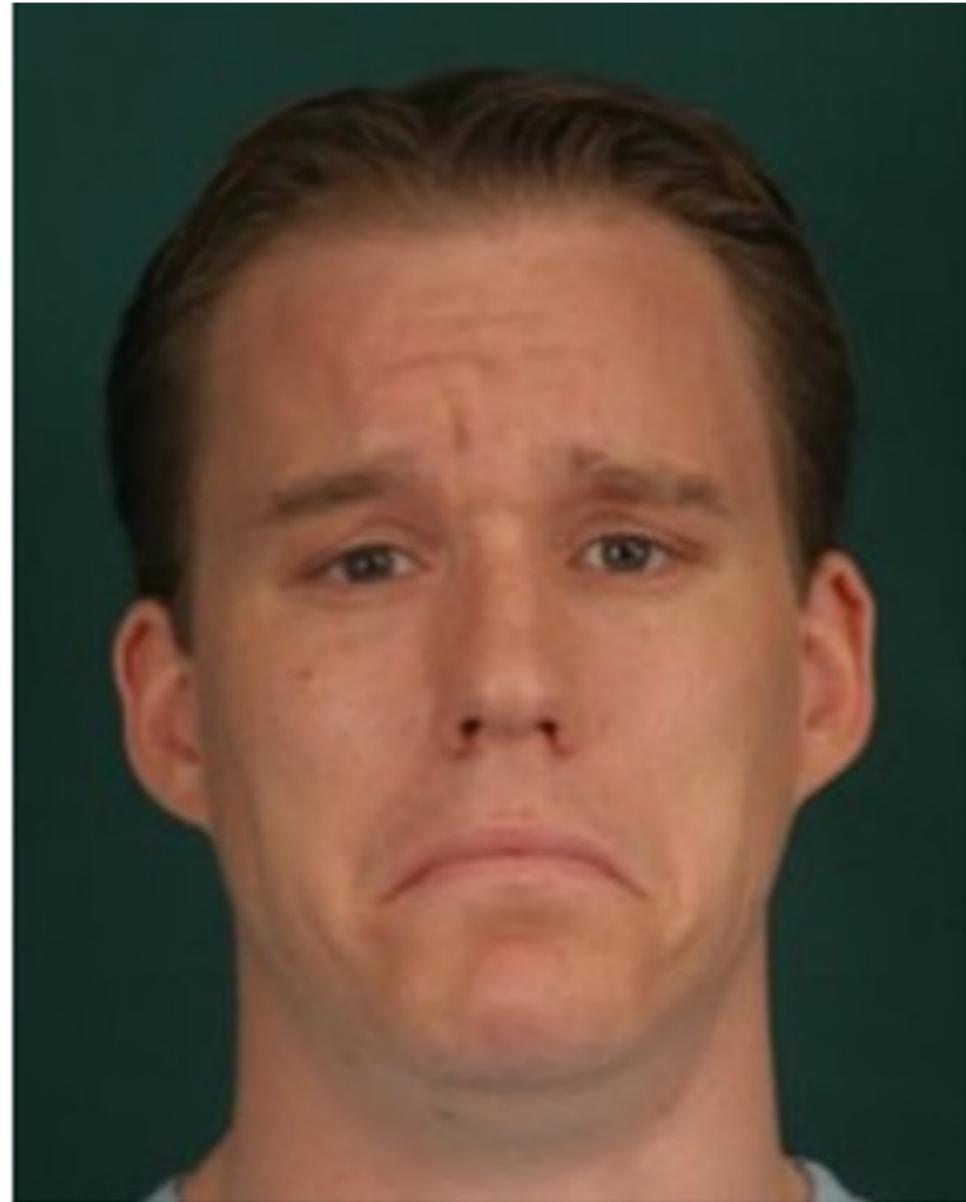


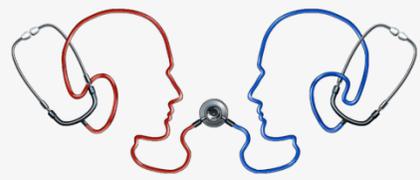
Facial expressions - Surprise



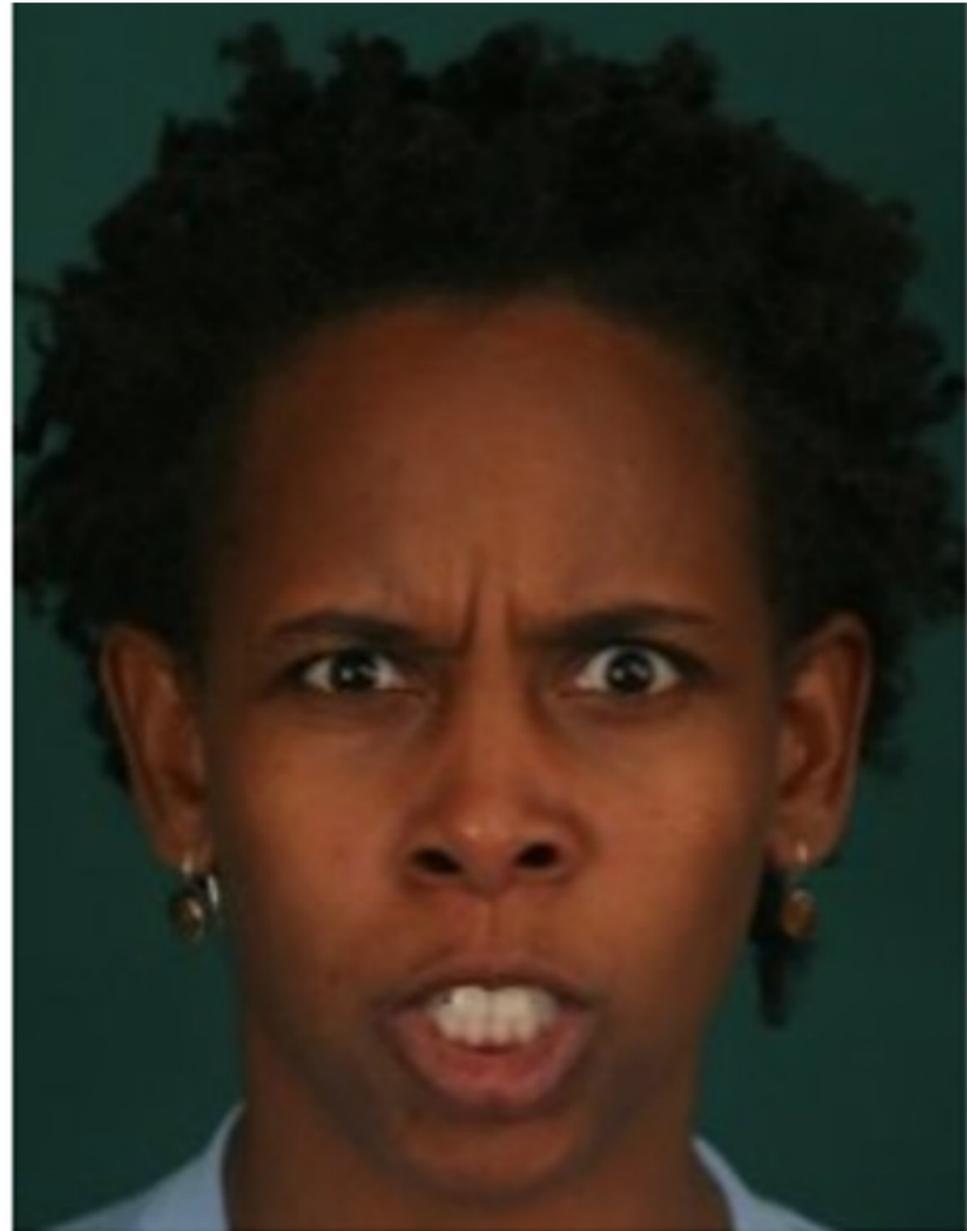


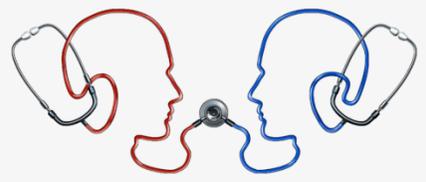
Facial expressions - Sadness





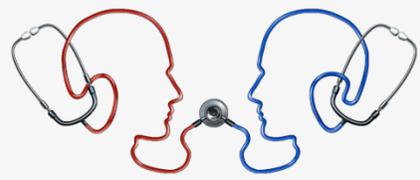
Facial expressions - Anger



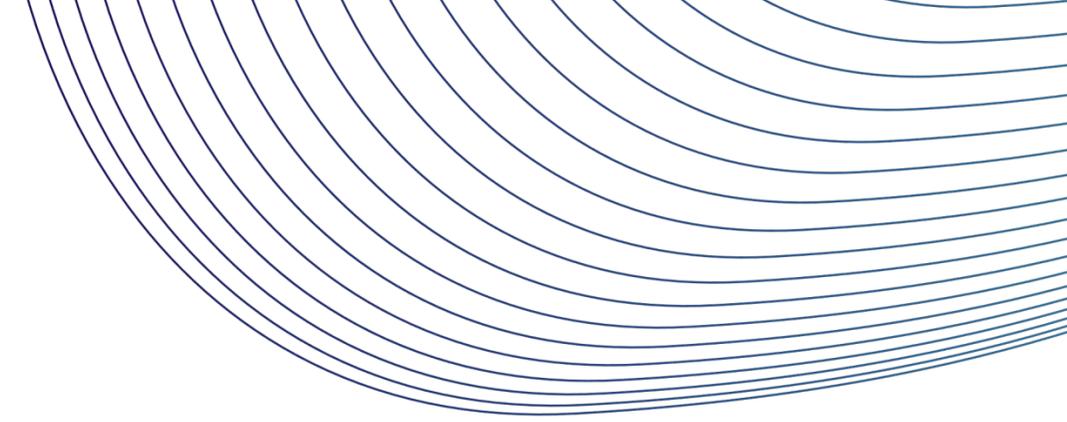


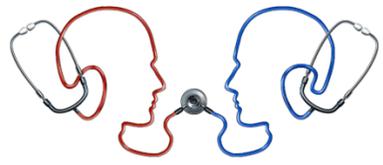
Facial expressions - Fear





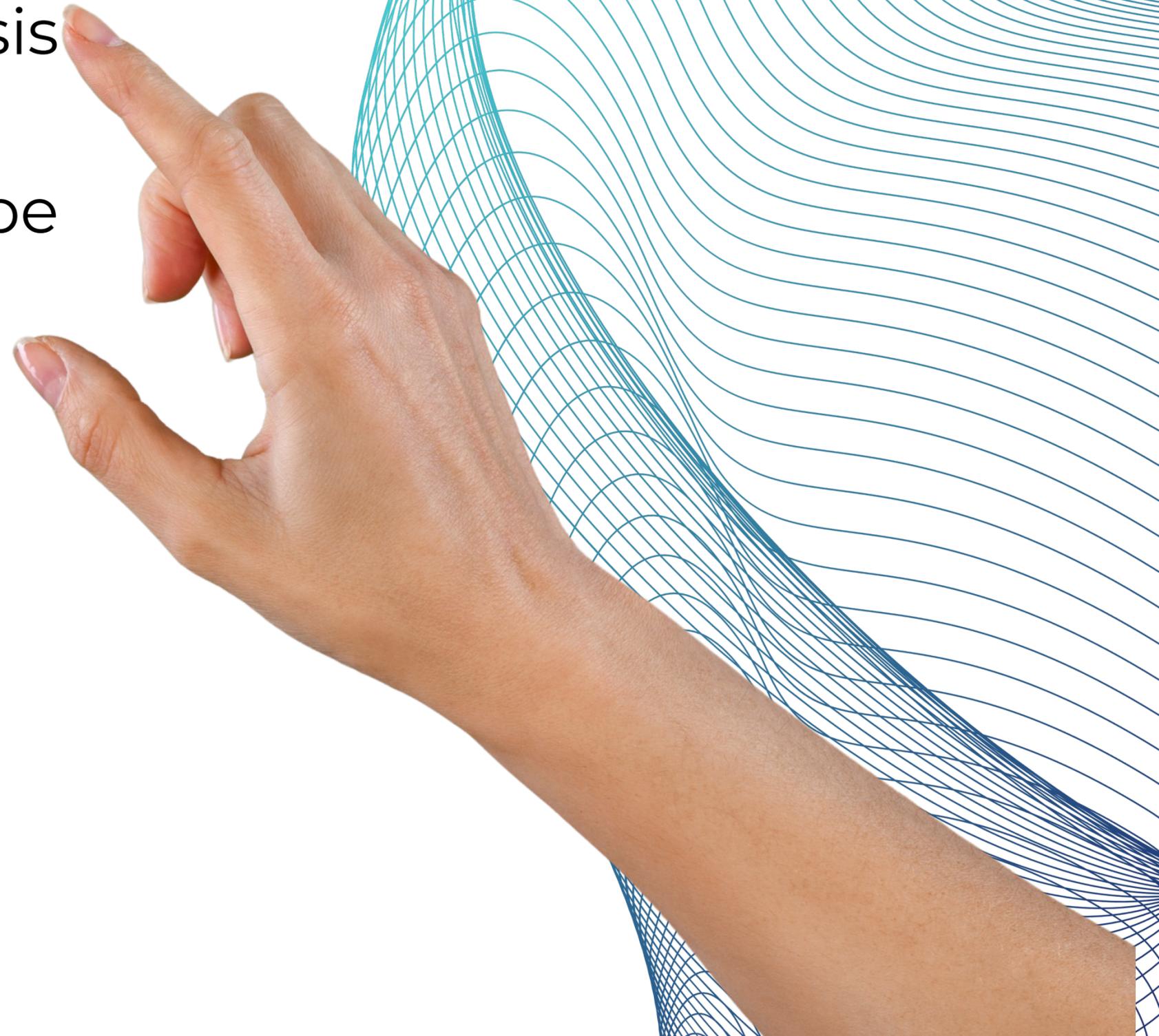
Facial expressions - Disgust

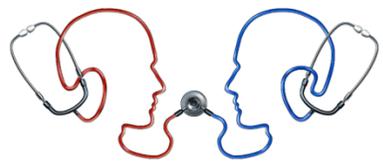




Haptica

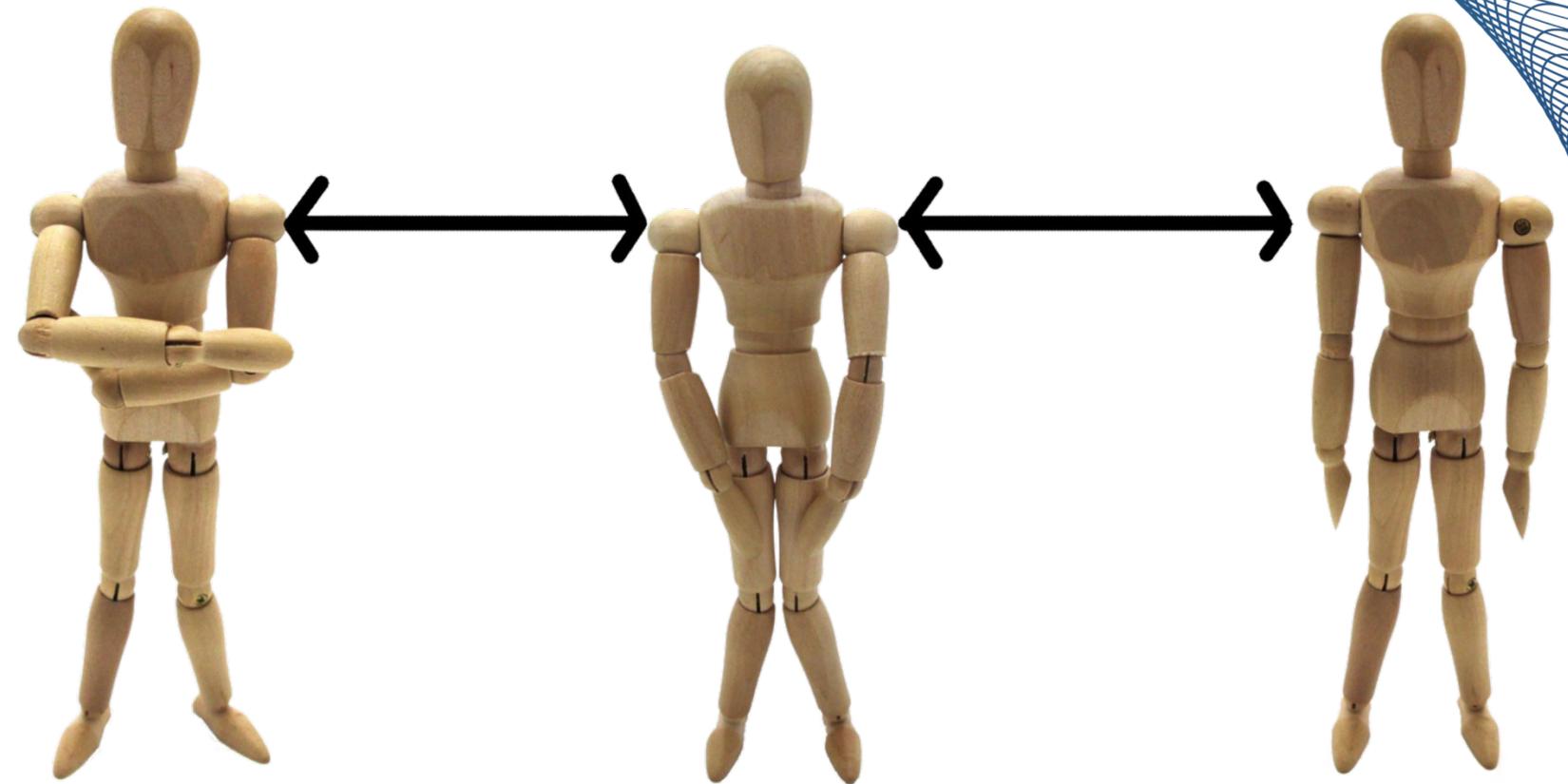
- is concerned with the analysis of communication by touch
- several categories can be identified including:
 - social-political
 - functional-professional
 - friendship-warmth
 - love-intimacy
 - arousal

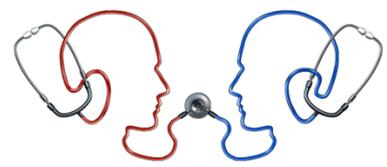




Proxemics

- is about analysing how distance and space impact on communication
- can be a good indicator for the type of relationship between communicators and can also provide necessary clues for adjusting communication as a whole

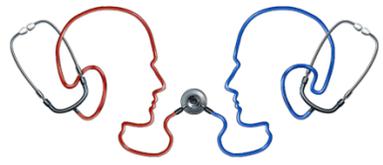




Chronemics

- is about time analysis and its impact on communication
- time can be classified as biological, personal, physical and cultural
- is important because interference with it (late call, lunchtime meetings) can have a negative impact not only on communication skills but also on physical and mental health (repetitive interference) and personal relationships.

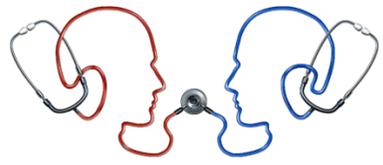




Biological time

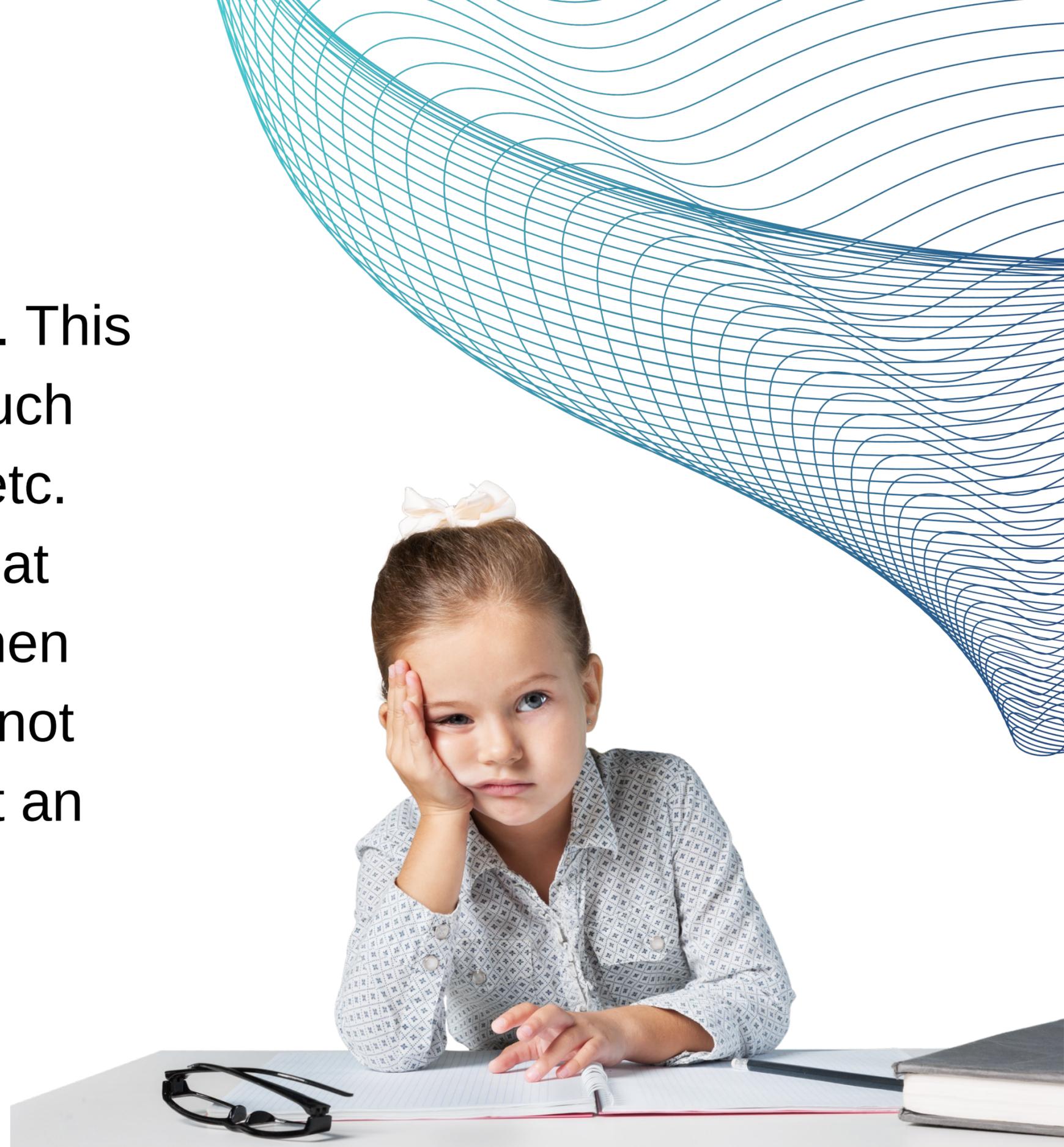
- the rhythm of living things, a circadian rhythm that affects when we wake, sleep and eat

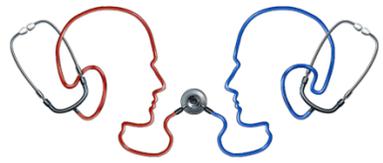




Personal time

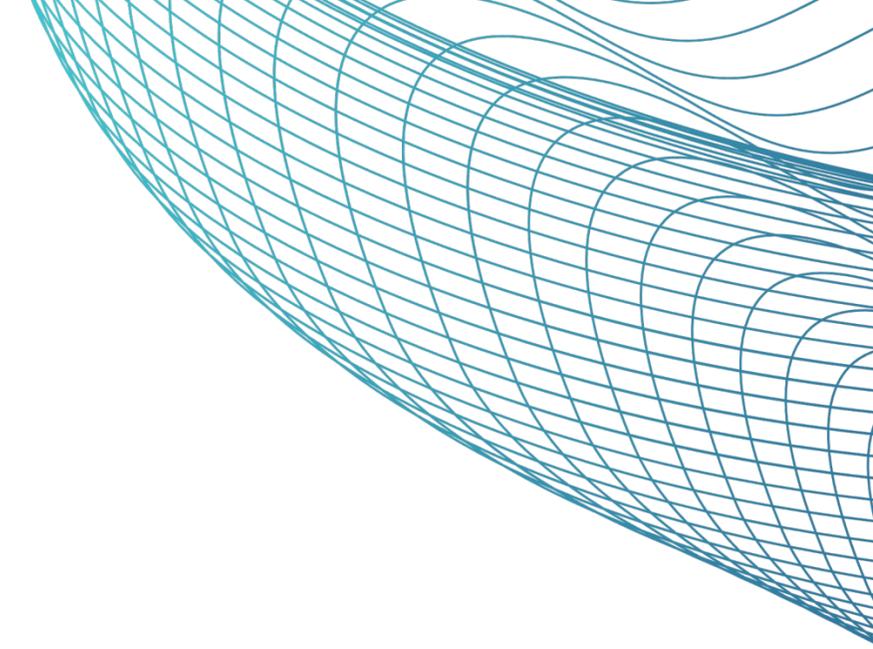
- how we experience time individually. This can be influenced by many factors, such as mood, stress level, interest level, etc. When we enjoy something, we feel that time passes very quickly, whereas when we are involved in something we are not interested in, a moment seems to last an eternity.

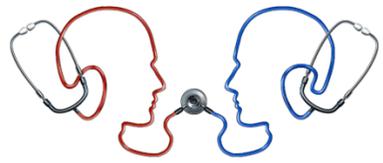




Physical time

- refers to standard cycles such as days, years, months and seasons
- can influence the psychological and physical states of individuals. For example, discomfort due to ailments that are influenced by cold temperatures, emotional discomfort due to the atmosphere (dark and cold in winter)

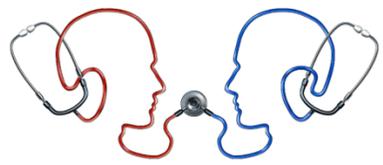




Cultural time

- refers to how large groups of people perceive time
- there are two main orientations: monochronic cultures who like and prefer to do things in a certain order, one at a time and believe there is a proper time and place for everything, and polychronic cultures who tend to do several things at once

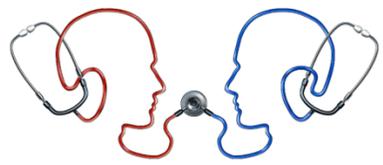




The environment

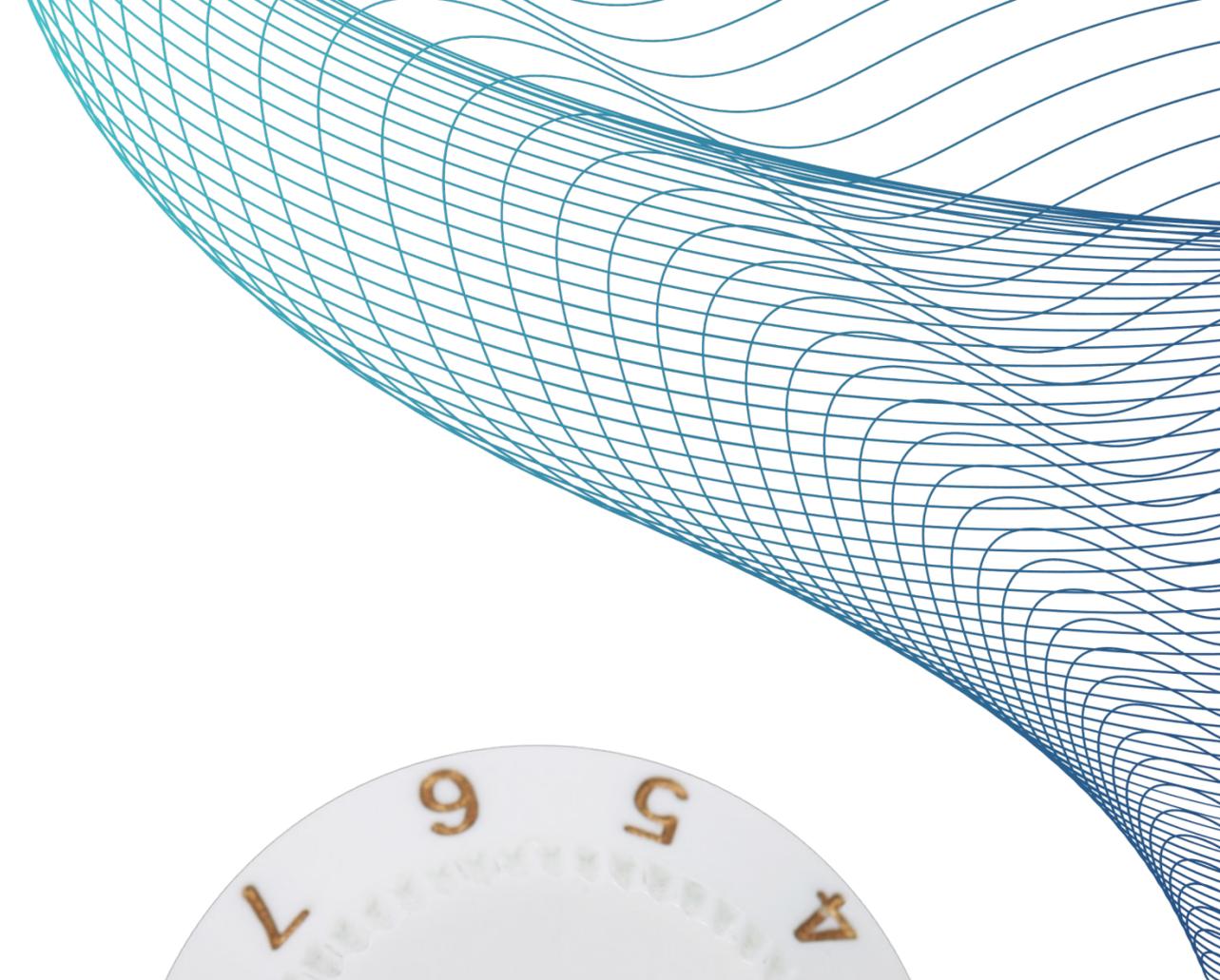
- the environment in which the interaction takes place influences both verbal and non-verbal communication
- the placement of objects in a space can help shape the climate of interaction, from formal or distant to friendly and intimate
- objects on display can nuance an interaction as much as smell

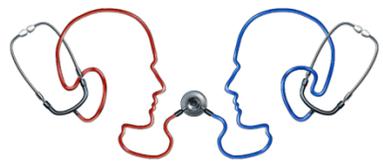




Paralinguistics

- refers to factors such as loudness, tone of voice, inflection, accent pattern or any other vocal elements that are distinct from the spoken language
- if you say "Your test results are ok" in a loud and cheerful tone, it is very likely that the meaning will be interpreted with enthusiasm, while the same phrase in a hesitant tone might be perceived with negativity and as lack of interest.

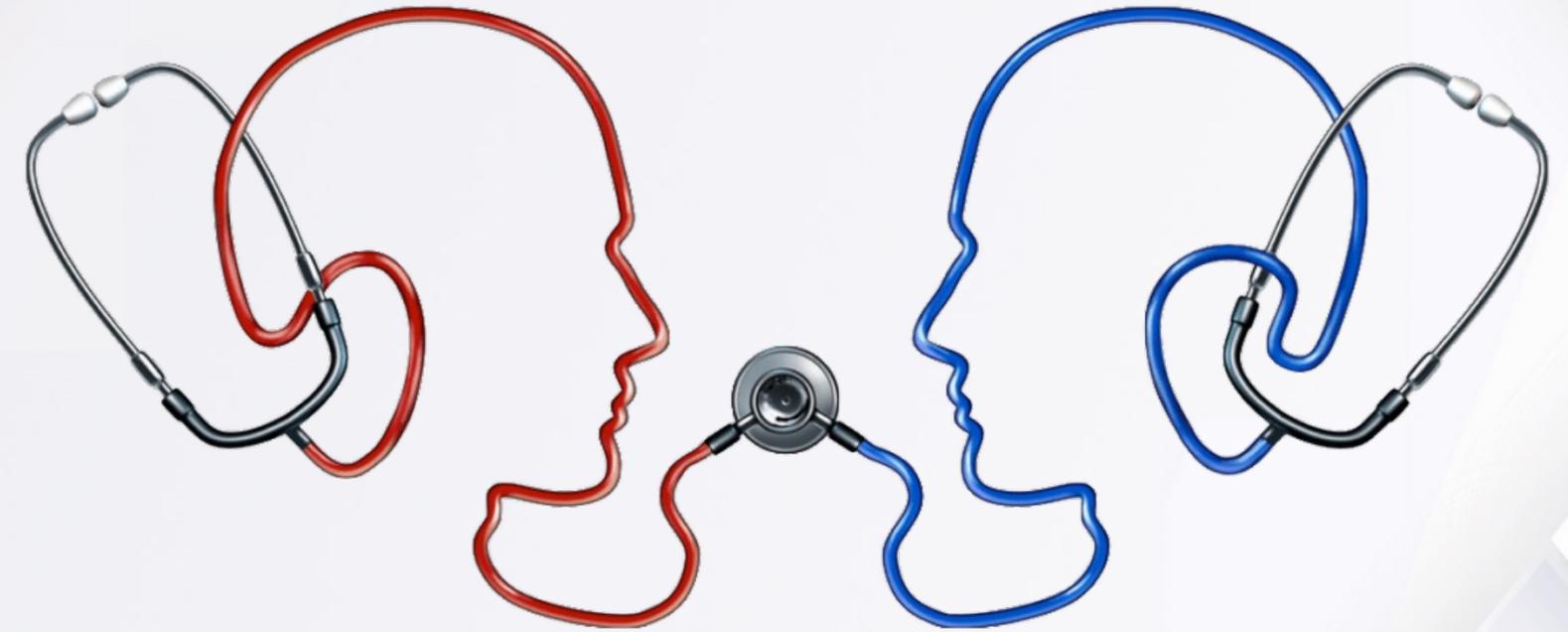




Artefacts

- physical objects that can provide clues about an individual's beliefs, ideas and habits
- can be items of clothing, jewellery, tattoos, piercings, decorations, houses, cars, etc.





Bad News Communication Protocols in the Medical Field

COMMUNICATION COURSE PART 2 - ADVANCED ELEMENTS