

**HSB 204b COMMUNICATION IN HEALTH CARE SETTINGS 2000-2001**  
**Lawren Daltroy, DrPH**  
**Gillian Barclay, DDS, DrPH**

This 2.5 credit seminar will be held Tuesdays and Thursdays from 1:30 to 3:20 in room 202. We will emphasize group discussions of doctor-patient communication in the medical care setting, based on readings from a text, the published literature, and transcriptions of conversations between doctors and patients. Students are expected to attend all classes, to submit a one-two page paper on the day's required reading at the beginning of one class each week, and to participate in class discussions. Each student will lead a 20 minute discussion on a paper of his or her own choosing. A brief paper reflecting on what the student learned and how he or she might apply it will be required at the end of the course. Completion of the above requirements may earn the student a grade of up to A-. The final grade may be raised by a half-point by submission of an additional, 5-7 page literature-based paper, of good quality, whose topic must be approved by the instructor.

Texts:

Roter DL, Hall JA: *Doctors talking with patients, patients talking with doctors: Improving communication in medical visits*. Westport Connecticut, Auburn House, 1992.

Stewart M, Brown JB, Weston WW, McWhinney IR, McWilliam CL, Freeman TR. *Patient-Centered Medicine: Transforming the Clinical Method*. Thousand Oaks, CA, SAGE Publications, 1995.

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- Session 1 Nov 14: Introduction
- Session 2 Nov 16: Structure of medical encounters. The significance of talk..
- Session 3 Nov 21: What happens in medical encounters
- Session 4 Nov 28: Models of the doctor-patient relationship
- Session 5 Nov 30: Patient expectations in medical encounters. Problem-identification and the interview.
- Session 6 Dec 5: Discussing treatment options: Mutual decision-making and informed consent.
- Session 7 Dec 7: Empathy and emotion
- Session 8 Dec 12: Bad news and truth telling.
- Session 9 Dec 14: Bad news role play.
- Session 10 Dec 19: Role play continued.
- Session 11 Jan 2: Communication filters: Overview of effects of physician and patient characteristics, including psychological type
- Session 12 Jan 4: Communication filters: Gender, sexuality
- Session 13 Jan 9: Communication filters: Race
- Session 14 Jan 11: Communication filters: Email and the web, literacy, & interpreters, and non-verbal cues
- Session 15 Jan 16: Physician and patient training: Interventions to improve talk
- Session 16 Jan 18: Outcomes of talk: satisfaction, control, compliance, and health.
- Friday, January 19 Final papers due by 4:00 at HSPH or as email attachment

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**Nov 14 Session 1: Introduction**

Pick up course materials in class.

Review the syllabus.

Listening skills.

Assignment #1 is due in class this Wednesday, November 11 (based on transcript A3. Please be sure to do it.

All transcripts included in the readings are to be considered privileged information shared, with permission, for the purposes of teaching in this class. They have been edited to preserve the anonymity of all parties. Nevertheless, they are not to be copied or shared with persons outside this class.

**November 16**

**Session 2: The significance of talk.**

**Readings**

Roter and Hall text, Chapter 1.

Stewart text, Chapter 1.

Transcript A3, between a rheumatologist, a new patient, and his wife.

**November 21**

**Session 3: What happens in medical encounters.**

**Readings**

Roter & Hall, Chapters 5 & 6.

Daltroy LH. Doctor-patient communication in rheumatologic disorders. *Ballière's Clin Rheumatol* 7(2):221-239, 1993.

Doctor-patient transcript A3.

**November 28**

**Session 4: Models of the doctor-patient relationship**

**Read a or b**

a) Roter & Hall Chapter 2.

OR

b) Stewart text. pp 21-30 AND pp 65-69.

**Read c or d**

c) Bloche MG. Clinical loyalties and the social purposes of medicine. JAMA 1999;281:268-274.

OR

d) Waitzkin H. A critical theory of medical discourse: Ideology, social control, and the processing of social context in medical encounters. J Health Soc Beh 1989;30:220-239.

**November 30**

**Session 5: Patient expectations in medical encounters. Problem-identification and the interview.**

Assignment due at the beginning of session, 1-2 pages maximum

**Readings:**

Brody DS, Miller SM, Lerman CE, Smith DG, Lazaro CG, Blum MJ. The relationship between patients' satisfaction with their physicians and perceptions about interventions they desired and received. Med Care 27(11):1027-1035, 1989.

Street RL, Gold WR, McDowell T. Using health status surveys in medical consultations. Med Care 32(7):732-744, 1994.

Doctor-patient transcript A4.

**Optional:**

Ross CK, Frommelt G, Hazelwood L, Chang RW. The role of expectations in patient satisfaction with medical care. J Health Care Marketing 7(4):16-26,1987.

**December 5, 2000**

**Session 6: Discussing treatment options: Mutual decision-making and informed consent.**

Assignment due at beginning of session, December 5, 2000. 1-2 pages maximum

**Readings**

Stewart text. pp 59-65.

McNeil BJ, Pauker SG, Sox HC, Tversky A. On the elicitation of preferences for alternative therapies. *NEJM* 306(21):1259-1262, 1982.

Degner LF, Sloan J. Decision-making during serious illness: What role do patients really want to play? *J Clin Epidemiol* 45(9):941-950, 1992. Abstract only, p941.

Strull WM, Lo B, Charles G. Do patients want to participate in decision making? *JAMA* 252(21):2990-2994, 1984. Abstract only, p 2990.

Simonoff LA, Abeloff MD. Doctor-patient communication about breast cancer adjuvant therapy. *J Clin Oncol* 7(9):1192-1200, 1989.

Hornberger JC, Habraken H, Block DA. Minimum data needed on patient preferences for accurate, efficient medical decision making. *Med Care* 33:297-310, 1995. Abstract only.

Travis CB, Phillippi RH, Tonn BE. Judgement Heuristics and medical decisions. *Patient Educ Counsel* 13:211-220, 1989.

Doctor-patient transcript A5.

**Optional:**

Levine MN, Gafni A, Markham B, MacFarlane D. A bedside decision instrument to elicit a patient's preference concerning adjuvant chemotherapy for breast cancer. *Ann Int Med* 117:53-58, 1992.

Eddy DM. Comparing benefits and harms: The balance sheet. *JAMA* 263(18):2493-2505, 1990

## **December 7**

### **Session 7: Empathy and emotion.**

Assignment due at beginning of class. 1-2 pp maximum.

#### **Readings:**

Bill Waterson. Calvin & Hobbes.

Stewart text, pp 89-98.

Levinson W, Roter D. Physicians' psychosocial beliefs correlate with their patient communication skills. *J Gen Intern Med* 10:375-379, 1995. Abstract only.

Beckman HB, Markakis, et al. The doctor-patient relationship and malpractice: Lessons from plaintiff depositions. *Arch Intern Med* 154:1365-1370. Abstract only.

Frankel RM, Morse DS, Suchman A, Beckman HB. Can I really improve my listening skills with only 15 minutes to see my patients? *HMO Practice* 5(4);114-120, 1991.

Roter DL, Hall JA, et al. Improving Physician's interviewing skills and reducing patients' emotional distress: A randomized, clinical trial. *Arch Int Med* 155;1877-1884, 1995.

Thomas L. *The Youngest Science: Notes of a Medicine-Watcher*. New York: Penguin, 1983, Chapter 6: "Leech, Leech, Et Cetera", pp 51-60.

(Note: see also Novack et al, session 15 reading, if you are interested).

## **December 12      Session 8: Bad news and truth telling.**

Annas GJ. Informed consent, cancer, and truth in prognosis. *NEJM* 330(3):223-225, 1994.

Buckman R. Breaking bad news: Why is it still so difficult? *Br Med J* 288;1597-1599, 1984.

Miranda J, Brody RV. Communicating bad news. *West J Med* 156:84-85, 1992.

Surbone A. Truth telling to the patient. *JAMA* 268(13):1661-1662.

Pellegrino ED. Is truth telling to the patient a cultural artifact? *JAMA* 268(13):1734-1735, 1992.

#### **Read either one of the following:**

Blackhall LH, Murphy ST, Frank G, Michel V, Azen S. Ethnicity and attitudes toward patient autonomy. *JAMA* 274(10);820-825, 1995.

Carrese JA, Rhodes LA. Western bioethics on the Navajo reservation: Benefit or harm? *JAMA* 274(10);826-829, 1995.

## **December 14 & 19**

### **Sessions 9 & 10: Role Play**

Please make sure you're on time for this.

**Readings:** None.

## **January 2**

### **Session 11: Communication filters: Overview of effects of physician and patient characteristics, including psychological type.**

#### **Readings:**

Roter & Hall chapters 3 & 4.

Steptoe A, O'Sullivan J. Monitoring and blunting coping styles in women prior to surgery. *Br J Clin Psychol* 24:143-144, 1986.

Takeuchi DT, Sue S, Yeh M. Return rates and outcomes from ethnicity-specific mental health programs in Los Angeles. *Am J Public Health* 85(5):638-643, 1995. Abstract only.

Daltroy LH, Morlino CI, Eaton H, Liang MH. Preoperative patient education for patients with osteoarthritis patients undergoing total joint arthroplasty: A randomized, clinical trial. *Arthritis Care Res* 1998;11(6):469-478.

## **January 4**

### **Session 12: Communication filters: Gender & sexuality**

#### **Read Karlson and Roter**

Karlson BK, Daltroy LH, Liang MH, Eaton HE, Katz JN. Gender differences in patient preferences may underlie differential utilization of elective surgery. *Am J Med* 1997;102:524-530.

Roter D, Lipkin M Jr, Korsgaard A. Sex differences in patients' and physicians' communication during primary care medical visits. *Med Care* 1991;29:1083-1093.

### **Read Wallen or Bertakis**

Wallen J, Waitzkin H, Stoekle JD. Physician stereotypes about female health and illness: A study of patient's sex and the informative process during medical interviews. *Women Health*. 1979;4:135-146.

Bertakis KD, Helms LJ, Callahan EJ, Azari R, Robbins JA. The influence of gender on physician practice style. *Med Care* 1995;33(4):407-416.

### **Read Rankow or Epstein**

Rankow EJ. Lesbian health issues for the primary care provider. *J Fam Practice* 1995;40(5):486-492.

Epstein RM, Morse DS, Frankel RM, Frarey L, Anderson K, Beckman HB. Awkward moments in patient-physician communication about HIV risk. *An Intern Med* 1998;128(435-442).

## **January 9**

### **Session 13**

#### **Communication filters: Race**

#### **Readings**

Ferguson J, Weinberger M, Westmoreland GM, Mamlin LA, Segar DS, Greene JY, Martin DK, Tierney WM. Racial Disparity in Cardiac Decision Making. Results from Patient Focus Groups. *Arch Intern Med*. 1998;158:1450-1453

Cooper-Patrick L, Gallo JJ, Gonzales JJ, Vu HT, Powe NR, Nelson C, Ford DE. Race, gender and partnership in the patient-physician relationship. *JAMA* 1999;282(6):583-589.

Barclay GR, Colditz GA, Jones CP, Daltroy LH. Factors affecting counseling about tobacco use and body weight by physicians in urban clinical settings. Submitted.

## **January 11, Session 14: Communication filters: Email and the web, literacy, interpreters, and non-verbal cues**

#### **Readings: read the first two plus two more**

Spielberg AR. On call and online: Sociohistorical, legal, and ethical implications of e-mail for the patient-physician relationship. *JAMA*, 1998;280(15):1353-1359.

Baker DW, Parker RM, Williams MV, Coates WC, Pitkin K. Use and effectiveness of interpreters in an emergency department. *JAMA* 1996;275(10):783-788.

**Read one of the following two on literacy**

Ad Hoc Committee on Health Literacy for the Council of Scientific Affairs, American Medical Association. Health Literacy: Report of the Council on Scientific Affairs. JAMA 1999;281(6):552-557.

Davis TC, Michielutte R, Askov E, Williams MV, Weiss BD. Practical assessment of adult literacy in health care. Health Educ Behav 1998;25(5):613-624.

**Read one of the following two on non-verbal communication**

Levinson W, Gorawara-Bhat R, Lamb J. A study of patient clues and physician responses in primary care and surgical settings. JAMA 2000;284(8):1021-1027.

Zuckerman M, DePaulo B, Rosenthal R. Humans as deceivers and lie detectors. Chapter 2 in: XXX (eds) Nonverbal Communication in the Clinical Context. XXX: XXX, 198x.

**Optional:** Check out [www.medivation.com](http://www.medivation.com)

**January 16**

**Session 15: physician and patient training**

**Readings**

Stewart text, pp 117-131.

Novack DH, Suchman AL, Clark W, Epstein RM, Najberg E, Kaplan C. Calibrating the physician: Personal awareness and effective patient care. JAMA 278(6):502-509, 1997.

Scharf BF. Teaching patients to speak up: Past and future trends. Patient Educ Counsel 1988;11:95-108.

**January 18**

**Session 16: Outcomes of talk and interventions to improve talk.**

**Readings**

Roter & Hall, Chapters 7, 8, & 9

### **Extra readings**

Doyle E. 21 Tips to Improve Communication. ACP Observer. December 1993, p 5.

Inui TS, Carter WB. Problem and prospects for health services research on provider-patient communication. Med Care 1985;23(5):521-538.

Anderson LA, Sharpe PA. Improving patient and provider communication: A synthesis and review of communication interventions. Pat Educ Counsel 1991;17:99-134.

Daltroy LH. How to get the most out of your doctor's appointment. Arthritis Self-Management. New York: Rappaport 2000; in press.

Foreman J. Being prepared helps. Boston globe. October 10, 1998.