

Parent-Physician Communication: Strategies for Effective Collaboration After Diagnosis

Arielle Spellun, MD
Amy Szarkowski, PhD



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- Both presenters receive a salary for their work.
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Meeting Our Guidelines: How are we doing?



Screened:
94.8%



Diagnosed:
75.9%



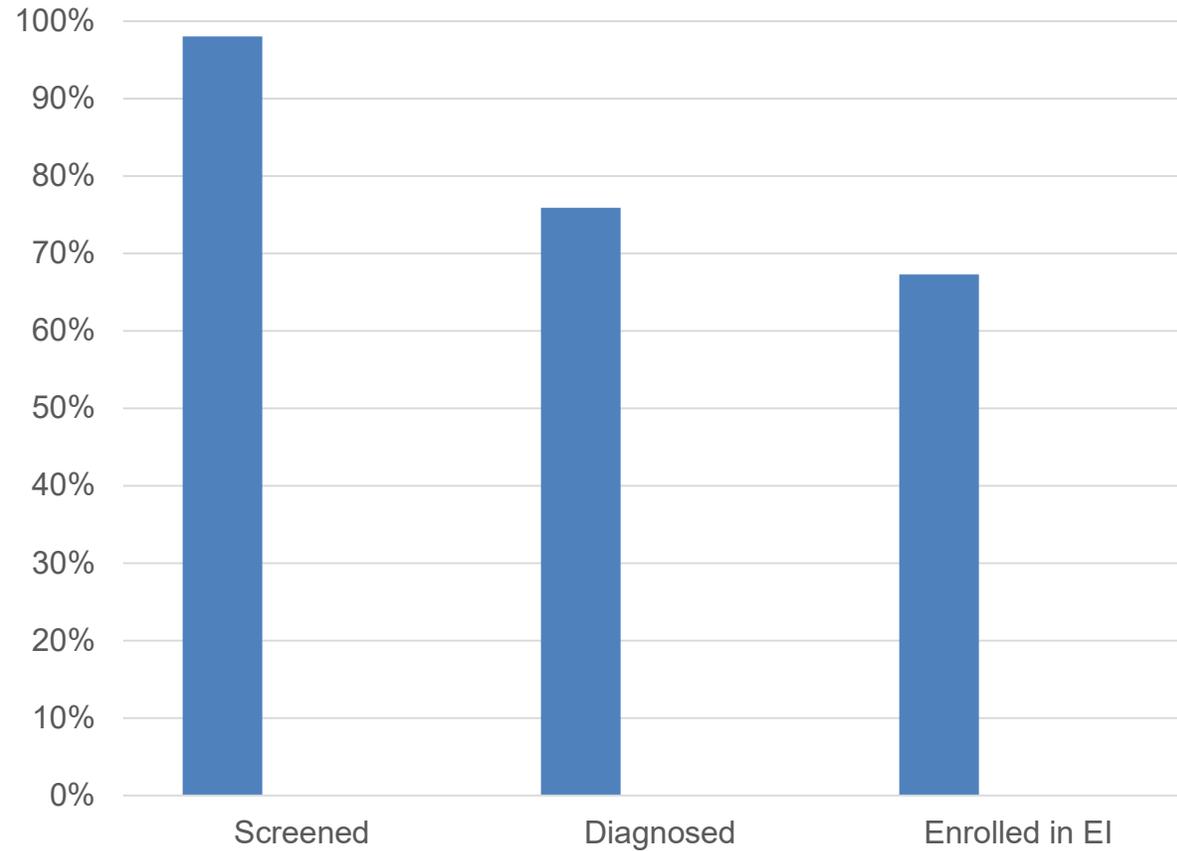
Enrolled:
67.3%



Lost to Follow Up:
17.4%



Why the decline in follow up?

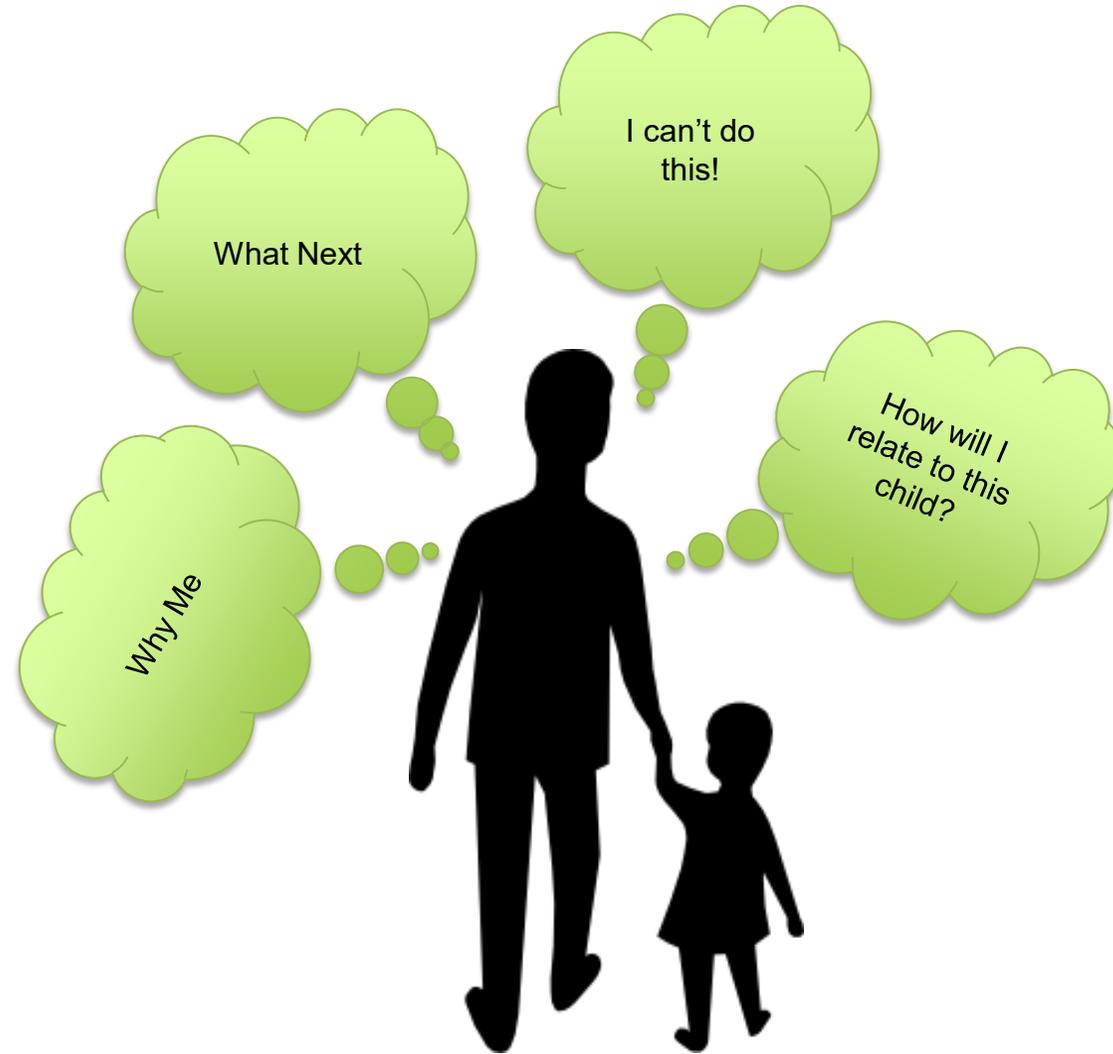




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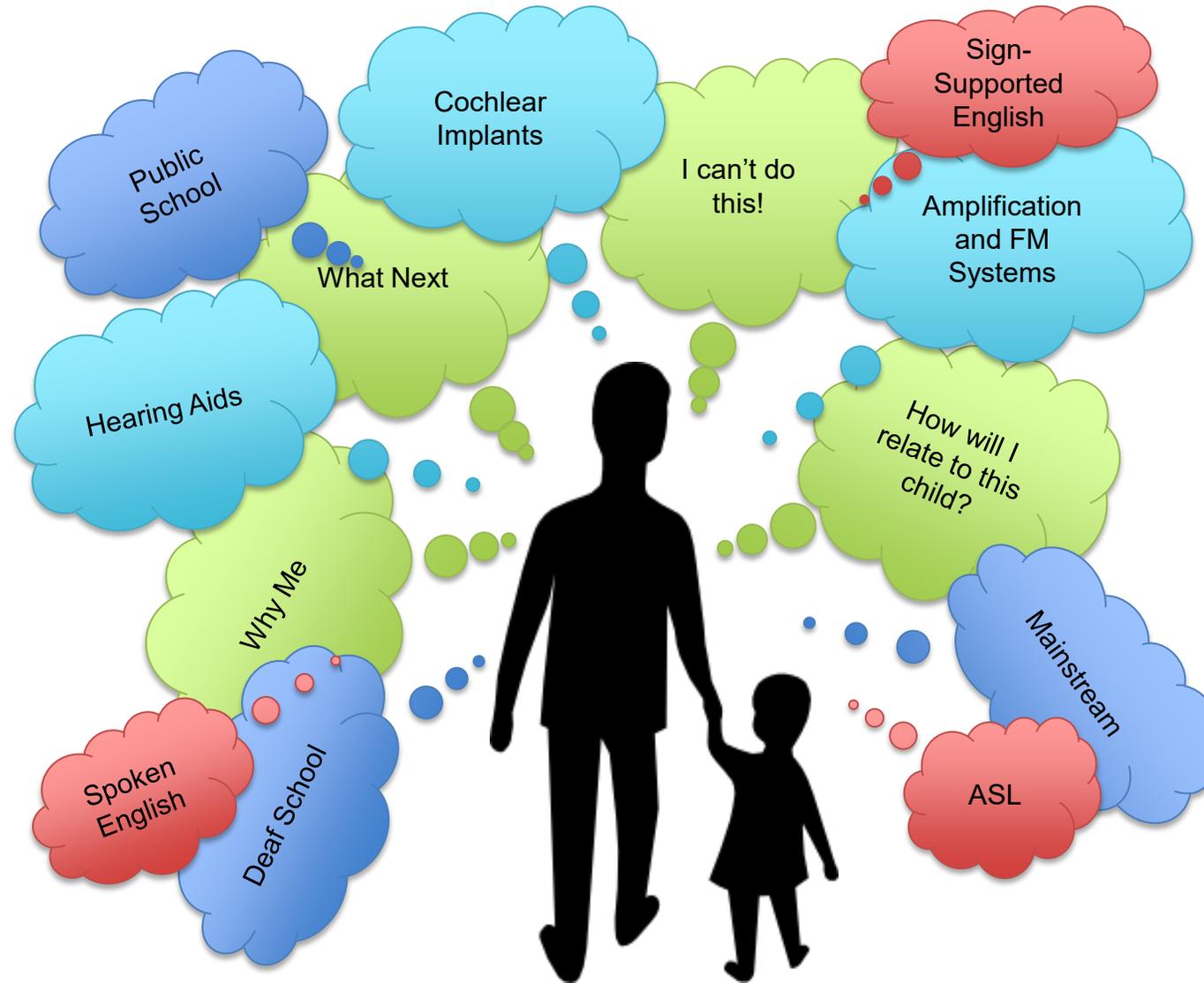


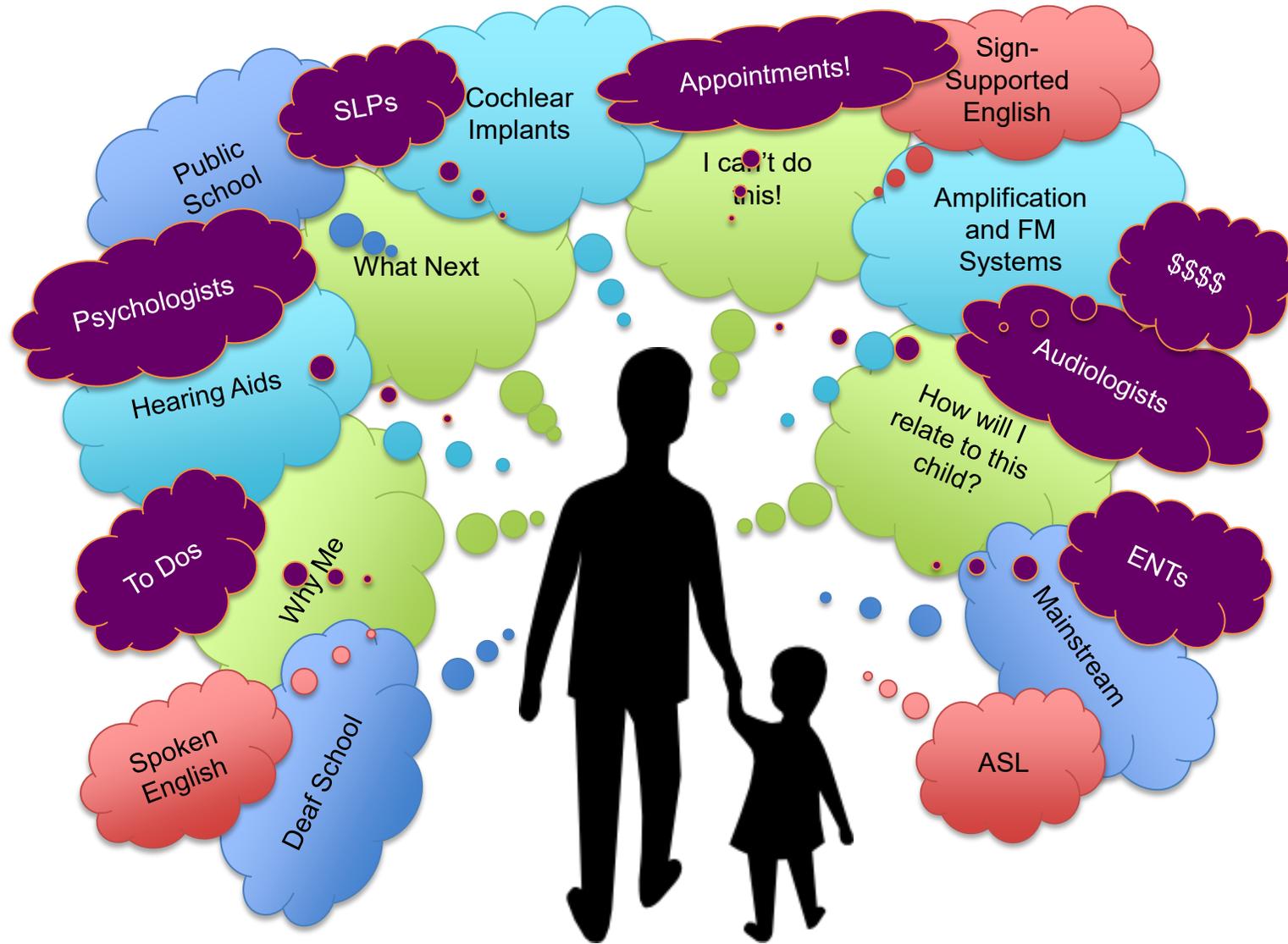
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Effective Communication!



Learning Objectives

- Explore parental experience after new diagnosis
- Discuss effective provider communication skills
- Learn ways to empower parents to express their needs
- Recognize and overcome barriers to communication
- Apply new skills to case based examples



Parental Experience with Reduced Hearing Diagnosis

- Unexpected hearing loss → surprise, sadness, concern, grief
- Questions
 - Causes?
 - Likely impact?
 - Options for overcoming/addressing?
- Studies exploring the impact of diagnostic procedures
 - Early diagnosis viewed as positive – opportunity to start EI
 - Viewed EI as promoting optimal outcomes for their children



Parents Desire More Information

- Parent report receiving information but not understanding
- “Overwhelmed” during appointments, limits ability to think
- Desired information:
 - loaner hearing aids
 - what their child can/cannot hear
 - financial assistance, how to meet other parents
 - basic hearing aid maintenance
 - how to keep the hearing aids on their child



Parental Experience in Communication with Physicians & Health Care Providers

- Power differentials
- Time Constraints
- Self-doubt

Most complaints about doctors are related to issues of communication, not clinical competency.



Effective Communication



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Effective Communication

- Family centered communication



Effective Communication

- Family centered communication
- Shared decision making



Effective Communication

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- Standardized conversational and written instructions with visual aids
 - Sign posting
 - Discrete points to remember



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 - Sign posting
 - Discrete points to remember
- Ensure shared mental model
- Clear delineation of follow up responsibilities



Empowering Parents to Communicate

- Personalize the encounter
- BID – briefing, interaction, debriefing
- Prioritize your concerns



Empowering Parents to Communication

- Patient empowerment \leftrightarrow health literacy
- Indicate how you consume information/your learning style



Barriers to Communication



Barriers to Communication

- Stress and anxiety



Barriers to Communication

- Stress and anxiety
- Competing responsibilities



Barriers to Communication

- Stress and anxiety
- Competing responsibilities
- Literacy and language differences



Barriers to Communication

- Stress and anxiety
- Competing responsibilities
- Literacy and language differences
- Provider knowledge



Strategies to Overcome Barriers

- Empathy and partnership
- Preparation and standardization
- Visual aids and reference materials
- Separating 'diagnosis' from 'treatment'
- Translation of materials to family's language and culture
- Skills building sessions for trainees



Time to Practice!

- Instructions
 - Break up into groups
 - Assign roles
 - Practice communication
 - Switch roles
 - Troubleshoot challenges
 - Debrief experiences



Time to Practice!

- Instructions
 - Break up into groups
 - Assign roles
 - Practice communication
 - Switch roles
 - Troubleshoot challenges
 - Debrief experiences
- Skills to try...
 - Standardized message
 - Sign posting
 - Family centered language
 - Confirm shared mental model



Case 1

- You are visiting mom of baby Samirah in the hospital after a prolonged and complicated labor. You have just completed Samirah's newborn screen which indicated that she should be referred for formal audiological evaluation.



Case 2

- Baby Tim is in your office for his first newborn visit and you see that he did not pass his hearing screen. Dad wants to know what this means and what to do next. Two and four year old siblings are running around the exam room.



Case 3

- You have just confirmed a diagnosis for Baby Sophia of bilateral severe sensorineural hearing loss. Parents are tearful and state they have never met a child with hearing differences and want to know what this means for their child and what they should be doing next.



How did that go?



Bringing it Back

- Opportunities to reduce loss to follow up
- Create provider-parent partnerships
- Be open to addressing challenges
- Share skills with different providers and fields
- Educate trainees with communication skills



Overview of Objectives

- Explore parental experience after new diagnosis
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Questions?



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Acknowledgements



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