

DIFFICULT PATIENT RELATIONSHIPS * LEARNING OBJECTIVES

By the end of the session, the student will be able to do the following:

- 1) Describe factors that contribute to a difficult doctor-patient relationship.
- 2) Describe and define the three procedures (acknowledging problems, increasing control, and increasing understanding) for improving a difficult relationship.
- 3) Identify steps in acknowledging that problems exist with a patient (recognizing danger signs, assessing feelings, and building partnership).
- 4) Identify options for opening and closing boundaries with patients (boundaries of time, of roles, of agendas).
- 5) Identify the different types of meaning (functional, symbolic, personal, historical) the disease may have for both patient and clinician.
- 6) Describe how to communicate empathy and express compassion.
- 7) Identify the different types of help that patients may need (understanding, support, advocacy, expertise, skills), and the steps necessary to obtain appropriate help by extending the system.