

DOCTOR-PATIENT LEARNING OBJECTIVES

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

- 1) Explain the relationship between communication skills and health outcomes, adherence, patient and clinician satisfaction, and malpractice risk.
- 2) Define and give examples of the four communication tasks that must occur in every interview.
- 3) List specific techniques (ie., joining, building rapport, eliciting patient agenda and story, negotiating an agenda) that are used to *engage* the patient.
- 4) List specific techniques (ie., reflective listening, acceptance) that demonstrate *empathy* toward the patient.
- 5) List specific techniques (ie., assessing knowledge, answering assumed questions, assuring understanding) that contribute to the *education* of the patient.
- 6) List specific techniques (ie., identifying self-diagnosis, agreeing on diagnosis and treatment) that *enlist* the patient's participation in their own care.
- 7) Be familiar with and give examples of behaviors that should be included in the opening and the closing of the interview.