Patient-Centric Rehabilitation

Goals and Objectives

Course Overview
“Patient-Centric Rehabilitation” explores the contemporary concept of the therapeutic alliance as an influential factor in achievement of rehabilitation outcomes. Current research related to patient satisfaction, clinician characteristics, and cooperative strategies to foster patient centered rehabilitation are presented.

Course Rationale
This program is designed to enhance clinical outcomes by providing the learner with instruction on how to effectively create a patient-centric rehabilitation environment through the use of collaborative integration and therapeutic alliance techniques.

Course Objectives
Upon completion of this course, the participant will be able to:
1. Distinguish therapy outcomes and patient expectations as components of recovery.
2. List common characteristics of clinicians regarded as experts in their field.
3. Define the therapeutic alliance and its core components as it relates to patient practitioner interaction.
4. Identify the impact of the therapeutic alliance on patient outcomes.
5. Recognize the emerging correlation between patient practitioner interaction and pain management.
6. Determine assessment tools to analyze patient satisfaction with the therapeutic relationship.
7. Compare your personality style to common traits of clinicians identified in contemporary research.
8. Identify the impact of clinician personality and interactions on clinical outcomes.
9. Select strategies to foster patient centeredness during clinical interactions and maximize participation.
10. Classify contributors of an effective therapeutic dynamic including verbal and non-verbal strategies.

Course Provider – Innovative Educational Services
Course Instructor - Jodi Gootkin, PT, MEd
Target Audience – Athletic Trainers

Athletic Training Practice Domain – Treatment & Rehabilitation (0404)
Level of Difficulty – According to the education levels described by the PDC, the following continuing education course is considered to be Advanced Level.

Course Prerequisites – None
Method of Instruction/Availability – Recorded video available online

Criteria for Issuance of CE Credits – Viewing of 3-hour video recording and at least 70% on the course post-test.

Continuing Education Credits – Three (3) hours of continuing education credit.

Fees - $34.95

Refund Policy - Unrestricted 100% refund upon request. The request for a refund by the learner shall be honored in full without penalty or other consideration of any kind. The request for a refund may be made by the learner at any time without limitations before, during, or after course participation.

Innovative Educational Services is recognized by the Board of Certification, Inc. to offer continuing education for Certified Athletic Trainers
Patient-Centric Rehabilitation

Live Interactive Webinar Presented by:
Jodi Gootkin, PT, Med, CEAS
jodiemail@comcast.net

Overview of Course

“Patient-Centric Rehabilitation” explores the contemporary concept of the therapeutic alliance as an influential factor in achievement of rehabilitation outcomes. Current research related to patient satisfaction, clinician characteristics, and cooperative strategies to foster patient centered rehabilitation are presented.

Course Rationale

This program is designed to enhance clinical outcomes by providing the learner with instruction on how to effectively create a patient-centric rehabilitation environment through the use of collaborative integration and therapeutic alliance techniques.

Goals and Objectives

1. Distinguish therapy outcomes and patient expectations as components of recovery.
2. List common characteristics of clinicians regarded as experts in their field.
3. Define the therapeutic alliance and its core components as it relates to patient practitioner interaction.
4. Identify the impact of the therapeutic alliance on outcomes.
5. Recognize the emerging correlation between patient practitioner interaction and pain management.
6. Determine assessment tools to analyze patient satisfaction with the therapeutic relationship.
7. Compare your personality style to common traits of clinicians identified in contemporary research.
8. Identify the impact of clinician personality and interactions on clinical outcomes.
9. Select strategies to foster patient centeredness during clinical interactions and maximize participation.
10. Classify contributors of an effective therapeutic dynamic including verbal and non-verbal strategies.

Disclaimer

Application of concepts presented in this webinar is at the discretion of the individual participant in accordance with federal, state, and professional regulations.

Course Outline/Schedule

<table>
<thead>
<tr>
<th>Topic</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conceptual Frameworks of Patient Recovery</td>
<td>0:00-0:10</td>
</tr>
<tr>
<td>Consideration of Patient Expectations</td>
<td>0:11-0:20</td>
</tr>
<tr>
<td>Characteristics of Expert Clinicians</td>
<td>0:21-0:30</td>
</tr>
<tr>
<td>Defining the Therapeutic Alliance</td>
<td>0:31-0:40</td>
</tr>
<tr>
<td>Impact of the Therapeutic Alliance on Outcomes</td>
<td>0:41-0:50</td>
</tr>
<tr>
<td>Interactive Discussion of Clinical Applications</td>
<td>0:51-0:58</td>
</tr>
<tr>
<td>Influencing Pain Perception</td>
<td>1:01-1:20</td>
</tr>
<tr>
<td>Understanding Patient Satisfaction</td>
<td>1:21-1:30</td>
</tr>
<tr>
<td>Adherence and Engagement</td>
<td>1:31-1:35</td>
</tr>
<tr>
<td>Analyzing Patient Clinician Interaction Styles</td>
<td>1:36-1:45</td>
</tr>
<tr>
<td>Exploring Empathy and Trust</td>
<td>1:46-1:50</td>
</tr>
<tr>
<td>Interactive Discussion of Clinical Applications</td>
<td>1:51-2:05</td>
</tr>
<tr>
<td>Identifying Your Personality Style</td>
<td>2:06-2:05</td>
</tr>
<tr>
<td>Impact of Clinician Personality on Clinical Outcomes</td>
<td>2:06-2:20</td>
</tr>
<tr>
<td>Employing Patient Centered Communication</td>
<td>2:21-2:30</td>
</tr>
<tr>
<td>Instrumental Versus Affective Styles</td>
<td>2:31-2:45</td>
</tr>
<tr>
<td>Adapting Non-Verbal Strategies</td>
<td>2:46-2:50</td>
</tr>
<tr>
<td>Interactive Discussion of Clinical Applications</td>
<td>2:51-3:00</td>
</tr>
</tbody>
</table>

Copyright 2019 (c) Innovative Educational Services and Jodi Gootkin. All rights reserved. Reproduction, reuse, or republication of all or any part of this presentation is strictly prohibited without prior written consent of both Innovative Educational Services and Jodi Gootkin.
How to Obtain CEUs for this Course
- After the live interactive webinar and prior to 11:59 pm TONIGHT go to www.cheapceus.com
- Complete the post test with a score of at least 70%
  - May be retaken multiple times
  - Submit online payment for course
  - Print Certificate
  - Course Review and Summary for Post Test at the end of the webinar.

Conceptual Frameworks of Patient Recovery
- Disablement models guide the clinician’s reasoning considering the relationship between health and function to develop goals and interventions.
  - Nagi Model

WHO ICF Model
- World Health Organization - International Classifications of Functioning, Disability, and Health

Contributors to Outcomes
- Selection and sequencing of interventions
- Clinician skill
- Patient compliance and participation
- Accurate diagnosis
- Other Factors ???

Therapeutic Outcomes
- What indicators are utilized to assess quality of care and provider performance?

Defining Recovery
- Establishing therapy goals should be a joint decision between clinician and patient.
  - Clarification of the patient’s definition of recovery may play a role in outcomes.
    - Is their goal to have no pain or be able to function with some pain?
    - What do they consider Ideal versus Expected recovery?
- Patients must trust the clinician’s judgment and skills to facilitate achievement of their goals and desired outcomes.

Copyright 2019 (c) Innovative Educational Services and Jodi Gootkin. All rights reserved. Reproduction, reuse, or republication of all or any part of this presentation is strictly prohibited without prior written consent of both Innovative Educational Services and Jodi Gootkin.
Influenced by:
- Belief or disbelief in diagnosis
- Direct personal experiences
- Other’s experiences and attitudes
- Information suggestions
- Sense of control
- Self-efficacy
- Hopes and fears

High Expectation Of Effectiveness = Improve Outcomes
Low Expectation Of Effectiveness = Low Adherence

Patient should participate in developing goals to allow early correction of misconceptions.
Address patient concerns over prognosis for return to work and activity.
During patient education, clarify what “should” happen in response to interventions to adjust patient expectations.
Negotiate patient’s role in recovery.

Aligning Expectations Continued
- Upon evaluation, consider asking patients to indicate if they expect their pain to worsen, stay the same, or improve with therapy.
- Clarify what the patient “Thinks” will occur and what they “Want” to occur with therapy.
- When developing goals, ask patient about their predicted expectation in a specific time frame.
- Reference specific functional tasks

Select interventions that take into consideration what the patient has shared as their expectation.
Consider allowing the patient to contribute to the decision.
Placebo Influence

- Phrasing can influence how patients interpret information and the expectation it establishes.

```
“This intervention significantly reduces pain in some patients.”
“There is a 50% chance this will help reduce pain.”
```

How do you describe an Expert Clinician?

“provides high quality care”
“achieves consistent positive outcomes”

Traditional Traits

- Extensive Years Of Experience
- Excellent Performance Of Skills
- Apply Current Evidence
- Employ Critical Thinking
- Adhere To Legal And Ethical Standards
- Strong Knowledge Base

Additional Characteristics of Experts

- Provide more hands on care.
- Possess an inner drive for lifelong learning.
- Maximize healthcare resources.

How Experts Think

- Multidimensional clinical reasoning
- Seek information from patients.
- Provide additional patient education.
- Emphasis on patient empowerment.

Patient Empowerment

- Discouraging helplessness and dependency aids patients in developing a sense of empowerment.
- Maximize what is accomplished in each therapy session by limiting passive interventions and modalities.
- Instructing patients in self management strategies to alleviate symptoms is beneficial.
Affective Traits of Experts

- Engage in more social exchanges with patients.
- Demonstrate commitment and caring.

So Why the Differences in Outcomes?

- Historically, the biomedical model has been utilized to determine practice patterns.

Emerging perspective that consideration of the social and psychological factors accompanying illness must be addressed.

Patient Centered Care

- 1969 “understanding the patient as a human being”
- 1976 “using patient’s knowledge and experience to guide the interaction”
- 1989 “entering the patient’s world to see the illness through the patient’s eyes”
- 1996 “responsive to patients’ wants, needs, and preferences”

Current Perspective of Care

- The contemporary description focuses on a cooperative therapist-patient relationship referred to as the Therapeutic Alliance.
- Also referred to as:
  - Working alliance
  - Therapeutic relationship
  - Therapist patient interaction
  - Therapeutic bond
  - Helping alliance
  - Collaborative practice
  - Collaborative bond

The Therapeutic Alliance Proposes...

- “while what we do is important, aspects of WHO WE ARE, and HOW WE WORK with our clients may be crucial”

Copyright 2019 (c) Innovative Educational Services and Jodi Gootkin. All rights reserved. Reproduction, reuse, or republication of all or any part of this presentation is strictly prohibited without prior written consent of both Innovative Educational Services and Jodi Gootkin.
Agreement On Goals

- In addition to ensuring patient expectations are aligned with realistically attainable goals, shared decision making empowers the patient.
- The clinician ensures the selected interventions are relevant to the patient’s priorities and needs.
- Individualize treatments should be incorporated.

Collaborative Relationship

- The patient is viewed as an important source of information to combine with the clinician’s clinical reasoning and knowledge.
- Communication is emphasized to generate mutual understanding.

Affective Bond

- The interpersonal relationship between the patient and therapist is multifaceted incorporating aspects of:
  - Trust
  - Confidence
  - Caring
  - Respect
  - Empathy
  - Understanding
  - Positive Atmosphere
  - Sensitivity

Influencing Outcomes

- The therapist client relationship is recognized as a significant variable influencing patient outcomes.
- In many studies even to a greater extent than the actual treatment the patient received.

Impact on Outcomes

- Greater Symptom Relief and Functional Improvements
- Strong Therapeutic Alliance
- Better Adherence to Therapy
- Higher Patient Satisfaction

Impact of Treatment Team Size

- Does a larger treatment team compromise the patient clinician relationship and diminish participation?
- Case Example: 30 year old male sustained T1 spinal cord injury in a motor vehicle accident. During his two month stay at the Inpatient Rehabilitation Facility, he participated in individual, group, and co-treatment therapy sessions in addition to receiving care from nursing, psychology, and social work disciplines.
Interactions with Healthcare Providers

- Number of Patients: 1
- Average Number of Medical Professionals Patient Interacted With: 40
- Number of PTs and OTs Providing Care: 17
- Mean Number of Therapy Sessions: 222

Communication among the team is crucial to ensuring familiarity with the patient and maintaining their ongoing participation.

Greater Symptom Improvement

- Clinicians can see enhanced benefits from a collaborative working alliance in populations whose symptoms are influenced by psychosocial factors.
- Current research illustrates consistent and positive correlation between therapeutic alliance and treatment outcomes related to pain.

Pain: Fear Avoidance Model

- High pain-related fear scores tend to be associated with over-predicting pain levels during activity leading to activity avoidance.

Influencing Pain

- Research indicates beliefs can have a positive or negative influence on pain perception.

Pain Modulating Effects of Analgesia Expectation

- Spinal Cord Level Response
  - Decreased withdrawal reflex was measured.
- Brain Level Response
  - Functional MRI indicated decreased brain activity in the thalamus, insula, and anterior cingulate.
- Endogenous Opioid Response
  - PET scans reveal increased opioid binding in limbic regions.
- Cognitive Control
  - Dorsolateral prefrontal cortex may provide descending modulation of pain.

Modifying Expectations

- Reconceptualization of pain in combination with therapy can contribute to improved functioning and decreased pain level.
- Promote positive expectations by addressing patient beliefs about treatments and outcome.
Patient Understanding of Pain
- Explore most effective model for patient education to modify their expectations:

Biomedical Model
- Physiologic and Pathologic Focus

Biopsychosocial Model
- Biological, Psychological, and Social Perspectives

Intervention Selection
- Interventions must address physiologic effects for healing and include strategies to minimize fear of pain and maladaptive coping mechanisms.
- Active exercise interventions versus passive manual therapy or modalities may be more beneficial in managing fear avoidance.

Value of Therapeutic Alliance
- An enhanced alliance has demonstrated significant effect on pain severity, pain interference, and physical functioning.

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Pain Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sham IFC Limited Alliance</td>
<td>No clinically meaningful change</td>
</tr>
<tr>
<td>Active IFC Limited Alliance</td>
<td>Patient perception was meaningful reduction in pain</td>
</tr>
<tr>
<td>Sham IFC Enhanced Alliance</td>
<td>Better objective results than active treatment with limited alliance</td>
</tr>
<tr>
<td>Active IFC Enhanced Alliance</td>
<td>Decreased pain intensity and pain pressure threshold</td>
</tr>
</tbody>
</table>


Defining Quality of Care
- The World Health Organization
  “avoid[s] suggesting that ‘one size fits all’ and that there are ‘magic bullets’ for quality.”
- Traditional dimensions of quality include:
  - Evidence based services with results that improve outcomes.
  - Efficient and safe practices.
  - Acceptable and equitable care.

Measuring Quality of Care
- Researches advise caution in using primarily treatment outcome based assessment.
- Patient subjective experience is not typically evaluated when assessing quality of care.
- Expectation of recovery plays a role in formulating satisfaction.

Understanding Patient Satisfaction
- Technical Expertise
- Human Factor
- Communication
- Treatment Outcome
- Professionalism
- Friendliness
- Intervention Competence
- Caring

Copyright 2019 (c) Innovative Educational Services and Jodi Gootkin. All rights reserved. Reproduction, reuse, or republication of all or any part of this presentation is strictly prohibited without prior written consent of both Innovative Educational Services and Jodi Gootkin.
PSQ-18 Patient Satisfaction Questionnaire
- A public domain tool specifically assessing several dimensions of satisfaction.
- General satisfaction
- Technical quality
- Interpersonal manner
  - The therapist acts too businesslike and impersonal toward me.
- Communication
  - The therapist is good about explaining the reason for my treatments.
- Financial aspects
- Time spent with provider

Accessibility and Convenience

Assessing Patient Centeredness
- The majority of tools were created to assess the effectiveness of psychotherapy.
- Helping Alliance Questionnaire
- Working Alliance Inventory
- Re-phrasing questions to re-contextualize them for the rehabilitation setting may yield more valid and reliable information.
- Original: “I feel that my therapist appreciates me.”
- Re-phrased: “I feel that my therapist values my opinion in treatment planning.”

HAIQ-II Helping Alliance Questionnaire
- Self assessment tool measures the strength of the clinician therapist bond from various perspectives.

| Collaboration | “The therapist and I have meaningful exchanges.” |
| Perception of therapist | “At times I distrust the therapist's judgment.” |
| | “I believe that the therapist likes me as a person.” |
| Motivation | “I want very much to work out my problems” |

WAI Working Alliance Inventory
- This self report instrument is most commonly utilized to measure the quality of therapeutic relationships.
- There are very specific copyright restrictions for use of the tool. It is NOT public domain.
- Each item statement is rated to assess a feeling, sensation, or attitude reflective of the primary components of the alliance.

Elements of Participation
- Adherence to treatment interventions
- Engagement in therapy session
- Possessing a greater expectation of recovery enhances participation

Adherence vs. Engagement
- Following advice and performing interventions as instructed.
- Actively interacting and accepting responsibility for course of therapy

Task Performance | Motivation
Pittsburgh Rehabilitation Participation Scale

- Clinician rated tool assessing patient participation in therapy sessions.
- Likert-type scale based on exercise/activity:
  - Amount of participation
  - Level of effort
  - Portion completed
  - Passive or active interest

Example: **Good**: patient participated in all exercises* with good effort and finished most but not all exercises* and passively followed directions (rather than actively taking interest in exercises* and future therapy).

Research Evidence

<table>
<thead>
<tr>
<th>Patient Cohort</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physicians and Patients with Rheumatoid Arthritis</td>
<td>High physician adherence rating linked with positive patient rating of alliance.</td>
</tr>
<tr>
<td></td>
<td>Positive working alliance predicted strong outcome expectations and satisfaction</td>
</tr>
</tbody>
</table>

Research Evidence continued

<table>
<thead>
<tr>
<th>Patient Cohort</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Therapists and Patients with Low Back Pain or Musculoskeletal Diagnoses</td>
<td>Deeper affective bond formed with encouragement translated into motivation and adherence. Decreased severity of pain and less pain interference noted.</td>
</tr>
</tbody>
</table>

Research Evidence continued

<table>
<thead>
<tr>
<th>Patient Cohort</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intensive Care Unit Clinicians and Family Caregivers</td>
<td>Perceived social support associated with stronger therapeutic alliance. Favorable descriptors included trust, communication, and respecting patient wishes. Conflict with ICU care team correlated with low alliance.</td>
</tr>
</tbody>
</table>

Research Evidence continued

<table>
<thead>
<tr>
<th>Patient Cohort</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletes in Rehabilitation and Athletic Trainers</td>
<td>Trainers identified as primary providers of motivation and emotional challenge. Misligned expectations (high or low) and only seeing the negative identified as factors hindering rehab.</td>
</tr>
</tbody>
</table>

The Big Picture

- An interplay between aspects of effective communication and the constructs of the therapeutic alliance to achieve improved outcomes and satisfaction.
Components of Communication

**Interaction Styles**
- Process of the interaction

**Verbal Factors**
- Style of expression

**Nonverbal Factors**
- Signals conveyed

Interaction Styles

- **Information Gathering**
  - Closed/Open Questions
- **Patient Facilitating**
  - Conversations and Transitions
- **Patient Involving**
  - Request Information and Clarifications
- **Patient Supporting**
  - Agreeing and Reassuring
- **Information Giving**
  - Patient Education and Instruction

Acknowledgement of Personal Circumstances

- Employing patient supporting, facilitating, and involving strategies encourages the affective bond.
- Providing directions must be balanced with opportunities for patients to express their illness experiences.
- Complementing self-report questionnaires with personal interviews aids in early identification of some diagnoses.

Shared Accountability

- Establishing a dialogue presents an opportunity for clinicians to encourage questions, provide explanations, and ask the patient’s opinion.
- Inappropriate interactions may contribute to limited improvement or exacerbation of patient symptoms.
- Coaching can foster collaboration and shared accountability which translates into motivation with exercise compliance.

Influence of Clinician Attributes

- Therapist characteristics impact message delivery and influence how it is received.

APTA PT Branding

<table>
<thead>
<tr>
<th>The Sage</th>
<th>The Hero</th>
</tr>
</thead>
<tbody>
<tr>
<td>Known as</td>
<td>Coach/Teacher</td>
</tr>
<tr>
<td>Delivers</td>
<td>Knowledge</td>
</tr>
<tr>
<td>Offers</td>
<td>Independence</td>
</tr>
<tr>
<td>Focus</td>
<td>Understanding</td>
</tr>
<tr>
<td>Traits</td>
<td>Experts/Advisors</td>
</tr>
</tbody>
</table>

NATA AT Behaviors of Practice

- Demonstrate honesty and integrity.
- Exhibit compassion and empathy.
- Demonstrate effective interpersonal communication skills.

---


Copyright 2019 (c) Innovative Educational Services and Jodi Gootkin. All rights reserved. Reproduction, reuse, or republication of all or any part of this presentation is strictly prohibited without prior written consent of both Innovative Educational Services and Jodi Gootkin.
AOTA OT Branding

- Live life to its fullest
- Enjoy today
- Potential is our fuel
- Glass is full when working in harmony
- Maximize time with patients
- Do the best I can
- Remarkable accomplishments are possible

Discourse Theory

- “The ways we think and talk about a subject influence the ways we act in relation to that subject.”
- Can become problematic with unintentional neglect of psychosocial factors and potential insensitivity.

How Clinicians Describe Themselves

- People person
- Believe in helping others
- Like to see people improve
- Enjoy making a difference in other’s lives

How Patients Describe Clinicians

- Superior
- Inflexible
- Dictative
- Detached
- Manipulative
- Intimidated
- Restrictive
- Cold
- Indifferent

Empathy

- Cognitive Empathy
  - Perspective Taking
  - “I understand what you feel”
- Affective Empathy
  - Emotional Reaction
  - “I feel what you feel”

Understand and Respond

Cognitive Empathy

- Consideration of the patient’s preferences, feelings, or perspective of an intervention when determining plan of care.
- Reflection by the clinician aids in appropriate selection contributing to adherence, expectations, satisfaction.
Affective Empathy

- A parallel emotional experience to the patient which acknowledges their emotional state without experiencing it oneself.
- Goes beyond labeling emotions to recognizing how it feels to be experiencing the situation/circumstances the patient is in.

Demonstrating Empathy

- Infer the patient’s thoughts and feelings using sensitivity to regulate your response.
- Interactions should convey appreciation of the pain and challenges the patient may be enduring.
- Repeating the same experience or story to multiple individuals may be an indicator the individual is seeking validation of their feelings.

Trust

- Patient trust in clinicians incorporates satisfaction, communication, competency, and privacy.
- Establishes a nonthreatening environment free from fear of judgement.

Benefits of a Trusting Relationship

- A sense of security to divulge concerns and feelings fosters unsolicited comments and honesty.
- This allows greater accuracy of information gathered in patient interviewing.

How to Establish Trust

- Be knowledgeable of the patient’s condition and management techniques.
- Understand psychosocial impact on the patient.
- Emanate confidence in exchanging information.
- Display excellent listening skills.
- Remain objective.
- Refrain from disapproval or criticism.

Assessing Clinician Perspective

- Describe a situation or patient where you learned something new or realized something important concerning interaction.
- Do you think the interaction with patients is important in therapy?
- Are there factors that might disrupt good interaction with the patient?
- If you received a new colleague, what advice would you give them about how to achieve good interaction with a patient?
Healthcare provider attitudes, values, and personality type can be facilitators of or barriers to the provision of patient centered rehabilitation. Personality self-assessment can provide insight into the existence of potential negative influencers.

Interpreting the Big Five

- **Openness to Experiences**: Curious, broadminded, innovative
- **Conscientiousness**: Reliable, organized, self-disciplined
- **Extraversion**: Sociable, assertive, talkative
- **Agreeableness**: Polite, cooperative, good-natured
- **Neuroticism**: Nervous, high strung, temperamental

Clinician Tendencies

- Some consistency among studies as to common clinician personality styles.
- **Agreeableness**, **Conscientiousness**, **Extraversion**, **Openness to Experiences**, **Neuroticism**

“Therapist Effect”

- Extrinsic factors such as experience and education do not appear to consistently influence patient outcomes.
- Intrinsic personality traits of the therapist may account for some of the variability in patient interaction and ultimately patient outcomes.

Patients with Chronic Disease

<table>
<thead>
<tr>
<th>Population Patients with...</th>
<th>Therapist Personality Trait</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cerebrovascular Accident</td>
<td>High Neuroticism</td>
<td>Diminished Treatment Outcomes</td>
</tr>
<tr>
<td>Rheumatoid Arthritis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Osteoarthritis</td>
<td>Low Neuroticism</td>
<td>Improved Outcomes</td>
</tr>
<tr>
<td>Fibromyalgia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parkinson’s Disease</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COPD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Curiously, broadminded, innovative

*Extrinsic factors such as experience and education do not appear to consistently influence patient outcomes. Intrinsic personality traits of the therapist may account for some of the variability in patient interaction and ultimately patient outcomes.*
### Caregiver Influence

<table>
<thead>
<tr>
<th>Population Patients with...</th>
<th>Therapist Personality Trait</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anxiety and Mood Disorders</td>
<td>Extraversion</td>
<td>Faster Symptom Reduction Short Term</td>
</tr>
<tr>
<td></td>
<td>Cautious</td>
<td>Greater Long Term Benefits</td>
</tr>
</tbody>
</table>

### Burnout

“emotional and physical exhaustion resulting from a combination of exposure to environmental and internal stressors and inadequate coping and adaptive skills.”

- Components include:
  - Emotional exhaustion
  - Depersonalization
  - Reduced personal accomplishment

### Associated Traits

- Neuroticism traits are associated with emotional exhaustion, low job satisfaction, and burnout.
- A weak association has been demonstrated between high agreeableness and conscientiousness scores and low job satisfaction.
- Inconsistent positive relationship between extraversion and job satisfaction.

### Employing Patient Centered Communication

- Person First Language
- First Impressions – The Greeting
- Technical and Social Conversation
- Sandwich Feedback
- Open Ended Questions
- Cultural Awareness/Sensitivity

### Patient Interviewing

- Establish Rapport
- Chief Complaint
- Health History
- Obtain Psychosocial Perspective
- Wrap-up
- Summary Of Performance

---


*Copyright J.Gootkin 2017*
**Affective Verbal Communication**

- Equal focus on the listener and speaker emphasizing the quality of the interaction.
- Emotional probes
- Reassurance and support
- Reflection of feelings
- Encouragement and acknowledgement

**Instrumental Verbal Communication**

- Content focused with sender directing conversation to accomplish intended goal or task
- Gathering information
- Advice and suggestions
- Potential to negatively impact patient motivation if over utilized.

**Word Choice – Patient Expectations**

<table>
<thead>
<tr>
<th>THINK</th>
<th>WANT</th>
<th>SHOULD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Predicted</td>
<td>Ideal</td>
<td>Normative</td>
</tr>
<tr>
<td>What the patient believes will occur is most associated with outcomes.</td>
<td>Asking &quot;what do you hope to get out of therapy&quot; may not provide accurate information.</td>
<td>Satisfaction with specific interventions is linked to this perspective.</td>
</tr>
</tbody>
</table>

**Active Listening**

- When patients have the opportunity to tell their story without interruption they feel valued by the therapist.
- Use acknowledgement and affirmation to recognize what the patient has expressed.
- Incorporate affirming nonverbal strategies.
- Don’t allow yourself to be influenced by emotionally charged words.

**Redirecting**

- Tendency may be to allow our conceptual frameworks to drive discussions with frequent redirection of patient.
- Allowing patients to share their personal feelings and experiences deepens the bond through the emotional support and interaction provides.

**Yarning**

- An ethnographic semi-structured interview technique to establish rapport through informal and relaxed discussion.
- Participants “journey together visiting places and topics of interest relevant” to the topic.
- May aid in avoiding negative consequences of misunderstanding, disempowerment, or mistrust when interacting with different cultures.

---

Copyright 2019 (c) Innovative Educational Services and Jodi Gootkin. All rights reserved. Reproduction, reuse, or republication of all or any part of this presentation is strictly prohibited without prior written consent of both Innovative Educational Services and Jodi Gootkin.
Paraverbal Cues

- Content: WHAT is being said
- Delivery: MANNER it is presented
- Tone – pitch and emotion
- Inflection – tone variance
- Pace – rate
- Volume
- Silence

Roles of Nonverbal Cues

- Repetition
  - Reinforce verbal message
- Accenting
  - Emphasize a component of the verbal message
- Complementing
  - Enhance meaning of the verbal message
- Substitution
  - Replace the verbal message
- Contradiction
  - Opposing message compared to words


Real or Fake Smile?

- Reading nonverbal cues can be challenging as we may assign incorrect emotions.

Nonverbal Strategies to Employ

- Matching positive non-verbal signals to the verbal message enhances patient comfort.
  - Mutual Eye Gaze
  - Head Nodding
  - Smiling
  - Leaning
  - Open Body Language
  - Asymmetrical Body Postures
  - Deliberate Gesturing

Nonverbal Strategies to Avoid

- Symmetrical Arm and Leg Posture
- Crossed Legs
- Body Orientation Away from Patient
- Staring
- Looking Down or Away

Touch

- Instrumental
  - Specific technique or intervention performance
- Affective
  - Demonstrates support and emotional connection
  - Comforting or disrespectful?
  - Encourage risk taking
Breaking the Tension

- Mirroring body language implies harmony and makes the patient feel relaxed and comfortable.
- When struggling with self confidence or stressed, adopt a power pose.

Interactive Discussion and Clinical Applications


Patient-Centric Rehabilitation
Resource Links

Assessing Patient Centeredness

PSQ-18 Patient Satisfaction Questionnaire
http://www.rand.org/health/surveys_tools/psq.html

HAq-II Helping Alliance Questionnaire
http://www.med.upenn.edu/cpr/instruments.html

WAI Working Alliance Inventory
Copyright - http://wai.profhorvath.com/copyright

Pittsburg Patient Participation Scale
http://www.rehabmeasures.org/Lists/RehabMeasures/Attachments/996/PITTSBURGH%20REHABILITATION%20PARTICIPATION%20SCALE.pdf

Empathy Self-Assessment
Copyright – http://greatergood.berkeley.edu/contact
Tool - http://greatergood.berkeley.edu/quizzes/embed/14/

Personality Style Self-Assessment
BFI The Big Five Inventory
Copyright - https://www.ocf.berkeley.edu/~johnlab/bfi.htm

Patient Interview
APTA ECHOWS
Copyright – http://ptjournal.apta.org/content/early/2015/08/19/ptj.20150172.article-info

Nonverbal Communication
Real or Fake Smile Quiz
Tool – https://www.surveymonkey.com/r/SmileRead