

PERSON-CENTRED COMMUNICATION

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PERSON-CENTRED CARE

- the patient plays an active role and is the source of information about their condition
- they are treated as an individual, with respect
- their physical and emotional needs are addressed
- knowledge is shared empowering the patient to make decisions and manage their condition/ treatment



PERSON-CENTRED COMMUNICATION

INFORMATION GATHERING AND ACTIVE LISTENING

- Introduce yourself and your role.
- Listen attentively, avoid interruptions, withhold judgement and check your understanding of the patient's concerns.
- Follow up on the patient's responses and don't rush them.



PERSON-CENTRED COMMUNICATION

ENCOURAGING EXPRESSION OF FEELINGS AND RESPONDING WITH EMPATHY

- Show interest in the patient by asking how they are coping with the condition or details about their life, when appropriate.
- Respond with empathy if the patient describes a difficult situation or talks about emotion. Empathy involves trying to understand the patient's perspective, avoiding judgement and communicating your understanding.

Acknowledge	recognise the emotion or experience, e.g. "It sounds like you've been going through a difficult time"
Validate	communicate that the patient's emotional response is valid and normal, e.g. "It's common to feel this way when experiencing insomnia", "It's understandable to feel frustrated in this situation."
Offer support	e.g. "I will do my best to help."

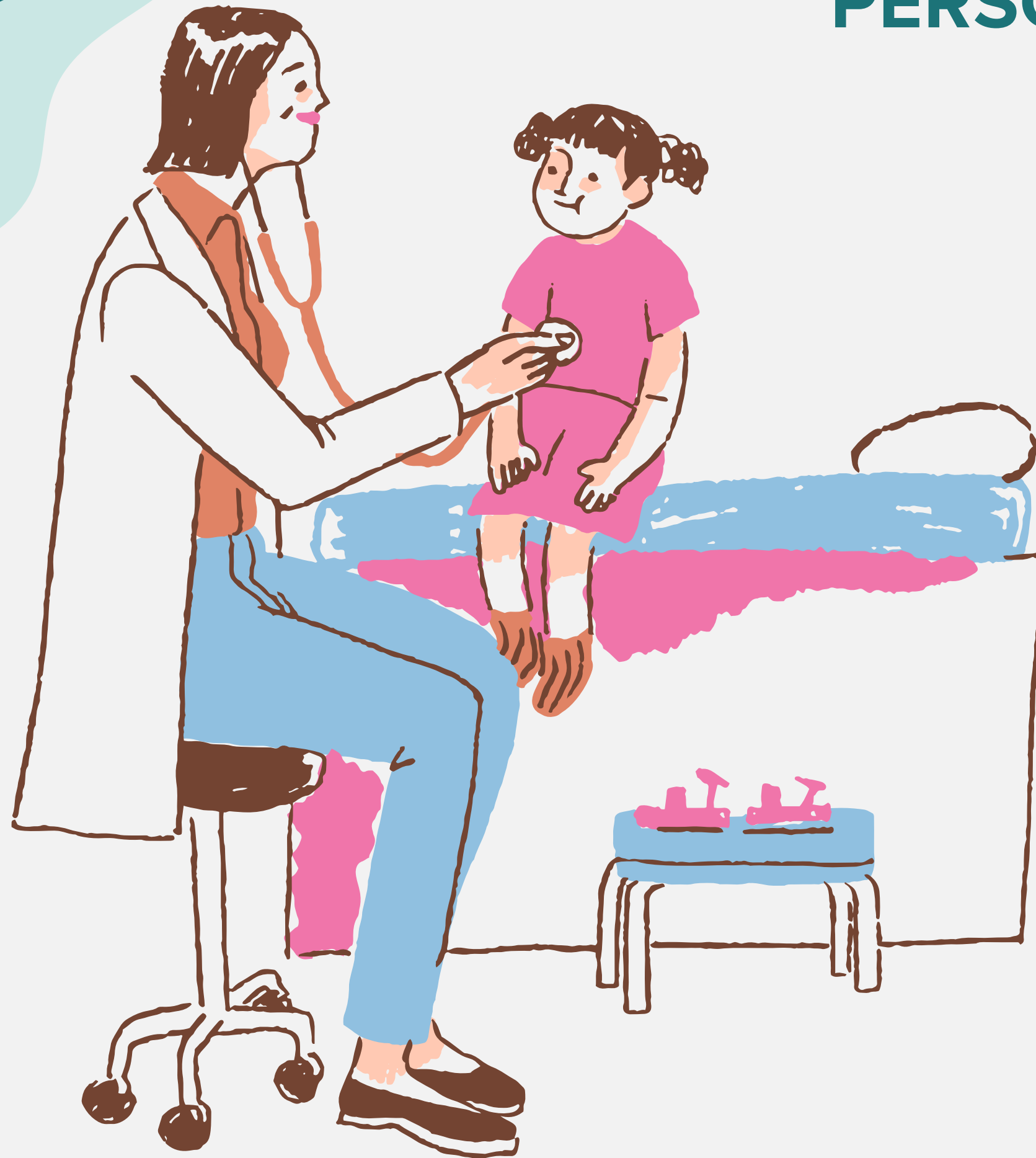
PERSON-CENTRED COMMUNICATION

EXPLAINING TREATMENT OPTIONS AND INVOLVING PATIENTS IN DECISIONS



- Speak in a way that can be easily understood. If using medical vocabulary, provide explanations. Check patient understanding and if they have any questions.
- Make a plan together with the patient, if they want to be involved.

PERSON-CENTRED COMMUNICATION



NON-VERBAL WAYS TO BUILD RAPPORT

- eye contact
- affirmative gestures and nodding
- open body posture
- closeness

WHY DOES EMPATHIC COMMUNICATION MATTER?

- **for patients:**

improves diagnostic accuracy, quality of care, patient enablement and self-care, adherence to treatment, satisfaction, patient experience and quality of life;
reduces anxiety, stress and pain

- **for healthcare professionals:**

increases job satisfaction and resilience to stress and reduces burnout



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