



THE ORAL PRESENTATION 2018

# Exploration of Physician-patient Communication Mode Based on Explanatory Models of Illness Perspective

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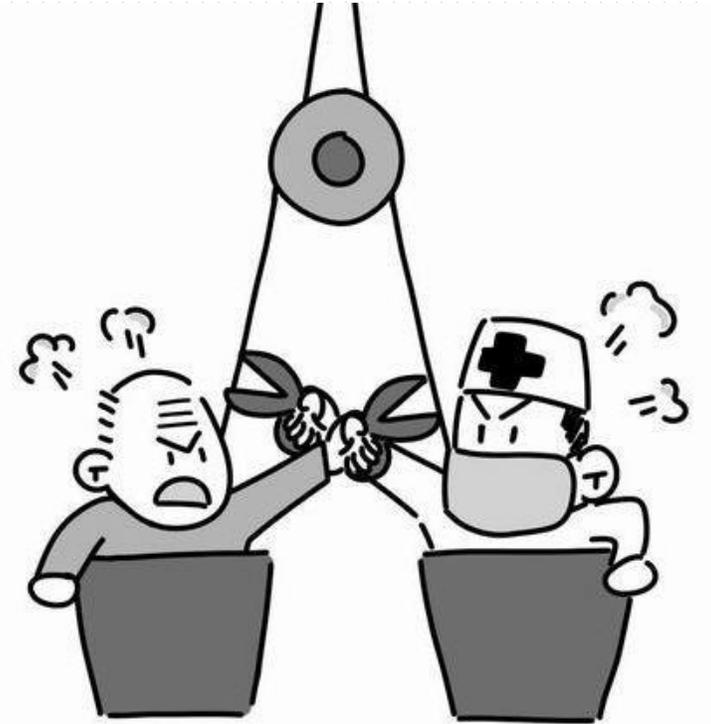


The contradiction between physicians and patients is one of the widespread concerns in the society at present.

The causes of physician-patient conflicts may be multiple:

- service attitude
- quality of service
- fee dispute ...

But according to the statistics of the causes of a large number of physician-patient disputes, most of them are due to insufficient communication .





Now, *communication* between physicians and patients is regarded as the theme of *physician-patient relationship* and a good way to prevent *medical disputes*.

- ✓ How can the communication between physicians and patients open the door of understanding?
- ✓ How did the understanding between physicians and patients reach?
- ✓ Where is the limit of communication between physicians and patients?

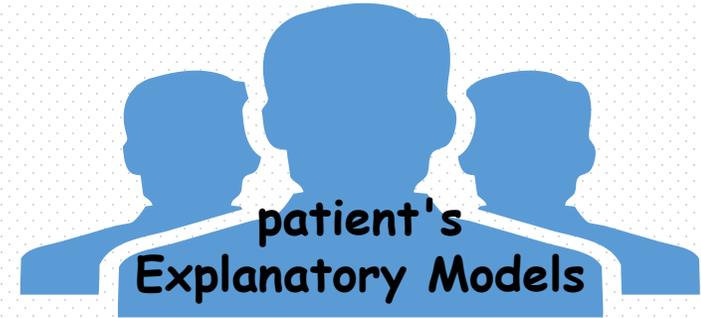
As a breakthrough point, the *explanatory models of illness* provide a useful perspective for understanding this problem.





*disease VS illness*

— Arthur Kleinman



*Why me?*

*What causes the disease?*

*Why does the disease occur at this particular time?*

*What is the result of the disease?*

*What should be done ?*

*In routine diagnosis and treatment, medical staff often neglect patients' understanding of disease.*



- *To explore the underlying causes of communication between physicians and patients.*
- *To explore the role of nurses in communication between doctors and patients.*
- *To explore an effective mode of physician-patient communication.*





## Sample and setting

Participants were recruited from November 2017 to January 2018 from a 3 A-level hospitals in Guangdong province, China.

To comprehend the way of physician-patient communication and restore the communication situation, we establish a trust relationship with the objectives through participatory observation.



➤ *11 medical staff*

➤ *10 patients and their family members were interviewed in depth.*

*Using semi-structured interviews to investigate the internal causes of communication barriers between doctors and patients, including social, cultural and cognitive levels.*

*Interview data were analyzed by **Nvivo** .*





4 themes about the main factors of physician-patient communication disorder :

① the different understandings and interpretation models of disease between physician and patients.

*Concept of health -- understanding of health*

physician: based on experimental and physiological and pathological indicators.

Patient: based on what he is suffering

*Information source -- access to medical knowledge*

physician: medical training based on many years

Patient: Based on network, friends and other information channels.

*Multiple medical system*

Authoritative western medicine **VS** traditional Chinese medicine , folk medicine



4 themes about the main factors of physician-patient communication disorder :

② the different way to express patients' disease and symptoms.

Rational world VS perceptual world

disease VS illness

Symptom VS experience

physician: treatment and outcomes of patients' symptoms

patients: Psychological feelings and pain in the process





4 themes about the main factors of physician-patient communication disorder :

③ the unequal status between physicians and patients.

*Power = authority In hospitals, the authority of doctors gives them more power to speak.*

Many patients said they wanted to ask, but every time the doctor looked around, then left and answered the question just for a while. They wanted to go after him and ask, but they were afraid that the doctor would blame me me.



4 themes about the main factors of physician-patient communication disorder :

④ the absence of nurses' communication role.

**Nurses** play an important role in communication between doctors and patients.

One patient : like internship nurses more, willing spend **more time** .

One intern nurse : just see Uncle every day, **talk with him** and **explain his illness**. For a long time, he treated me as his daughter.



The key factors of physician-patient communication disorder are the *different explanatory models of illness* between physician and patients , the *absence of nurses' communication roles*. Suggesting that in the physician-patient communication, clarify the patient's illness awareness and health perspectives; strengthen nurse' role which act as a bridge of communication can eliminate the physician-patient communication disorder at utmost.



# Acknowledgement

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THANK YOU !

