

Effective Communication with
Your Health Care Team

This webinar will start shortly

Become a member of DPC at <https://www.dialysispatients.org/get-involved/join-dpc/>

Follow us on social media:

Facebook: www.facebook.com/dpcedcenter

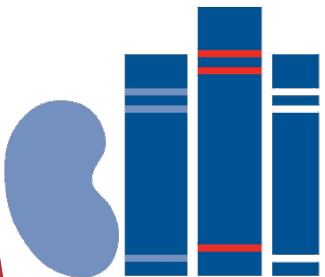
Twitter: @DPCEdCenter

LinkedIn: www.linkedin.com/company/dpcedcenter

Instagram: @dpceduccenter

Today's Presenter

- ▶ Stacy Ogbeide, PsyD, ABPP, CSOWM, Board-Certified Clinical Health Psychologist, UT Health San Antonio
- ▶ Director of Behavioral Health Education in the Family Medicine Residency and an Associate Professor with the Department of Family & Community Medicine with UT Health San Antonio



Effective Communication with Your Health Care Team

Dr. Stacy Ogbeide
Board-Certified Clinical Health Psychologist
Associate Professor – Family & Community Medicine
UT Health San Antonio

@DrStacyO1





Thank you for having me!

Objectives for today

	At the end of this webinar, you will be able to:
Describe	1: Describe the importance of effective communication with your health care team;
Discuss	2: Discuss the barriers that impact effective communication; and
Identify	3: Identify one (1) effective communication skill to use with your health care team at your next health care appointment.

Has this ever been you?

I still have so many questions...

What are they talking about?

I'm not sure what to ask...



Why is it important to communicate with your health care team?

When there is clear communication, we know that:

Patients are more satisfied with their health care

Patients are able to follow their health plans more consistently

Patients are healthier!

Important for patients with Chronic Kidney Disease due to frequent contact with your health care team.

What gets in the way of good communication?

- Not being an active participant in your health care
- Not being comfortable asking questions to your health care providers
- English is your second (or third, or fourth...) language
- Not having the communications skills to have open discussions with your health care team

How do you know if the current communication with your team is not working?

When you leave the health care provider's office, you still have questions or concerns.

You feel there's never enough time to discuss questions or concerns with your health care team.

You feel that health care team members are not open to discussing your questions, concerns or problems.

What can I do to
help?



Build your
confidence
in taking
action for
YOUR health
care!

Record sharing

Patient Question Lists

Feed Forward

Coached Care

Communication Skills: Record Sharing

- Better understand their condition and treatment plan.
- Feel more in control of their health.
- Identify and correct inaccurate information.
- Two factors may drive record sharing to become more commonplace:
 - HIPAA regulation that requires health care organizations to allow patients to review and amend their medical records
 - Growth of electronic medical records, which make it easier to share less confusing information.
- VERY HELPFUL for patients who have repeated visits to their health care providers (i.e., patients with Chronic Kidney Disease)

Communication Skills: Record Sharing

- **Getting in touch in between health care visits:**
 - Ask your health care team what to do if this happens. Some clinics use the electronic medical record to connect with patients in between visits instead of calling the clinic.
 - Give your team time to get back to you. Every clinic is different but can take up to 1 week for a response.
 - **Can it wait until your next visit? If not, reach out to your health care team.**
 - If you have a medical emergency, contact your hospital emergency room and visit your health care team right away. Do not try to wait until your next scheduled appointment.

Communication Skills: Patient Question Lists

Write down

Write down questions you wish to ask your health care providers and bring the list to your visit

Come up

Come up with two to four questions about your health care problems or your reason for the visit that you would like your health care providers to answer during the office visit

Try

If you are not sure where to start, try these two questions:

- What is one thing I want to tell my health care provider/team today?
- What is one thing I want to ask my health care provider/team today?

Communication Skills: Feed Forward

Patient satisfaction and health surveys – if you get them, please complete them!

Helps your health care team improve your health care and your experience at the health care clinic/hospital

Communication Skills: Coached Care

These programs help patients to be more effective participants in their care by teaching them how to ask the right questions, how to interrupt, and how to get their needs met at their health care visits.

- Helping people become more assertive health care consumer.
- Improving the quality of your interactions with your health care team
- Increasing patient involvement in treatment decisions.

Where to find?

- Your health care system
- Your health insurance provider

And remember,
everyone has a
different
communication
style...

Sometimes personalities and communication styles might not be a good fit. If this happens to you, talk with the health care provider about your concerns.

If communication does not improve, you have the right to request a different health care provider.

Which one(s) will
you try out?



Troubleshooting



Try different ones to see which one works best for you



Practice with a family member/friend



Practice makes permanent – not perfect! It takes time to learn a new skill to keep practicing to get better and better!

Summary

Communication with your health care team is important – can impact YOUR health and YOUR satisfaction with your care

Communication is ongoing – as your health status changes with Chronic Kidney Disease, new discussions needs to happen with your health care team – that's okay and expected.

Good communication begins from the moment of diagnosis and should continue throughout treatment.

Web Resources for you

- Next Steps After Your Diagnosis:
<https://www.ahrq.gov/questions/resources/diagnosis/step3.html>



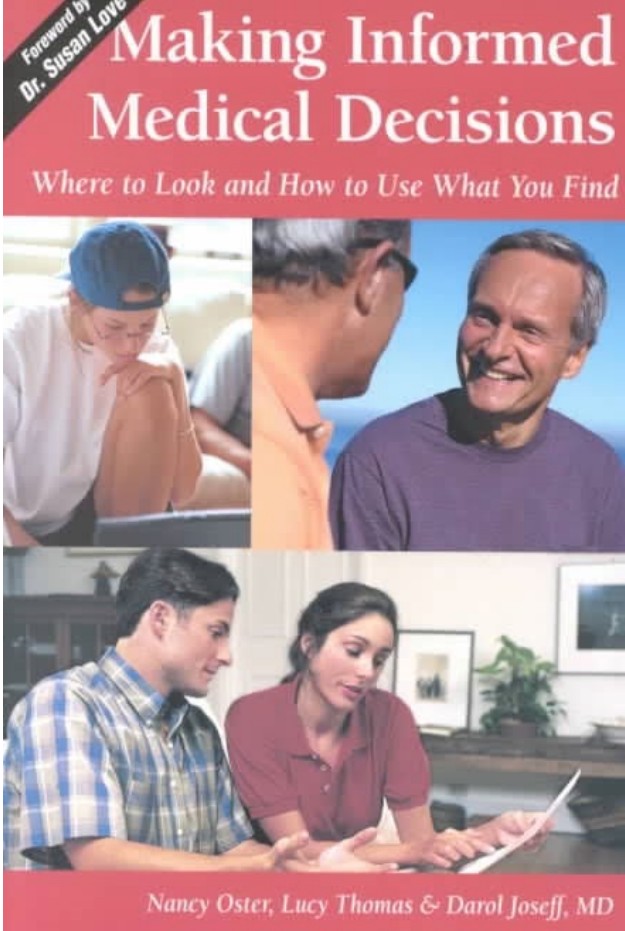
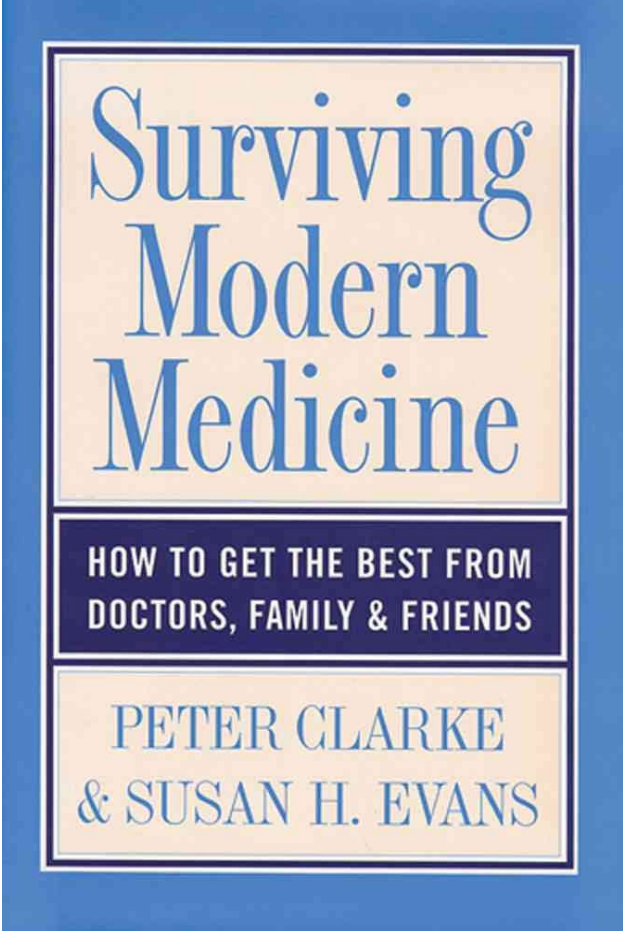
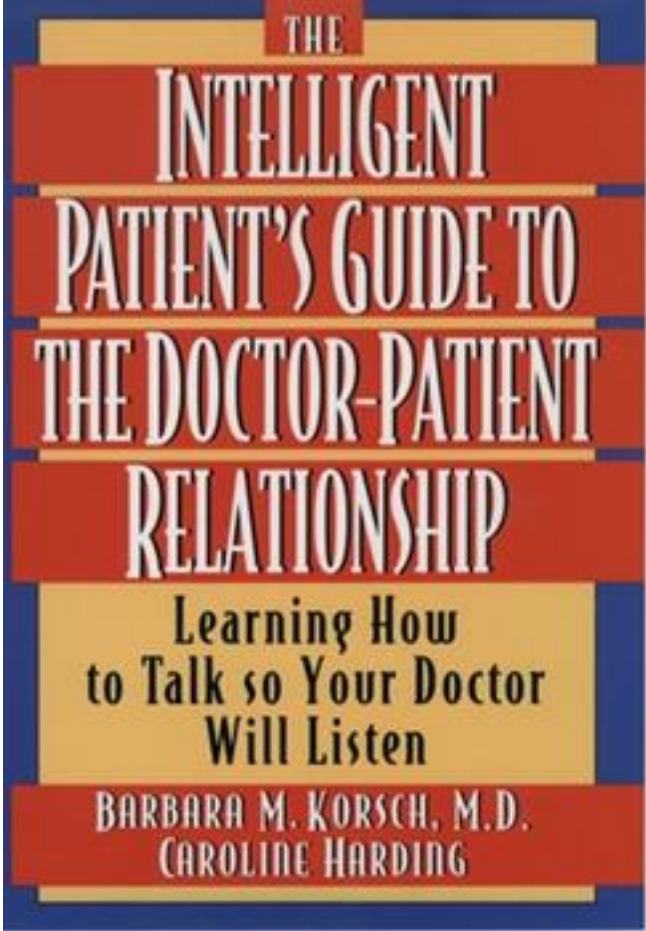
SCAN ME

- Questions to Ask your Doctor:
<https://www.ahrq.gov/questions/index.html>



SCAN ME

Book Resources for you




Questions?

- What questions do you have?



Questions? E-mail:
ogbeide@uthscsa.edu
www.stacyogbeide.com

*References available upon
request*

@DrStacy01 

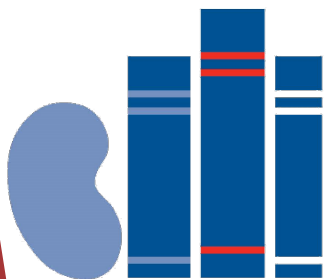
Thank You for Attending Today!

Please complete the
Feedback Form

Become a Member of DPC
and enjoy its benefits at
<https://www.dialysispatients.org/get-involved/join-dpc/>

Sign up for our next webinar,
The Basics of Home Dialysis on April 28th
at 2pm EST

<https://www.dpcedcenter.org/news-events/education-webinars/>

A colorful illustration of a living room scene. A man in a red shirt is standing and pointing at a picture on the wall. A woman in a yellow shirt is standing near a blue sofa. An elderly woman in a blue dress is sitting on the sofa reading a newspaper. A young boy in a red and white striped shirt is sitting on the floor with a laptop. A young girl in a light blue shirt is sitting on the floor with a laptop. A yellow beanbag chair with a blue cat is on the left. A bookshelf with books and a plant is on the right. The text on the poster reads: "The Basics of Home Dialysis" in large yellow and white letters. Below it, "Presented by: Vanessa Evans, with Dawn Edwards and Jessie Rodriguez". In the top right corner, there is a clock icon with "2:00 pm Eastern" and a calendar icon with "April 28, 2022". At the bottom left is the DPC Education Center logo, and at the bottom right is the text "Learn more and RSVP at www.dpcedcenter.org".

The Basics of Home Dialysis
Presented by: Vanessa Evans, with Dawn Edwards and Jessie Rodriguez
2:00 pm Eastern
April 28, 2022
Learn more and RSVP at www.dpcedcenter.org