

University of Rhode Island

DigitalCommons@URI

Senior Honors Projects

Honors Program at the University of Rhode
Island

5-2018

Pharmacist-Patient Communication Techniques

Kanya Shah

kanya_shah@uri.edu

Follow this and additional works at: <https://digitalcommons.uri.edu/srhonorsprog>



Part of the [Pharmacy and Pharmaceutical Sciences Commons](#)

Recommended Citation

Shah, Kanya, "Pharmacist-Patient Communication Techniques" (2018). *Senior Honors Projects*. Paper 637.

<https://digitalcommons.uri.edu/srhonorsprog/637>

This Article is brought to you by the University of Rhode Island. It has been accepted for inclusion in Senior Honors Projects by an authorized administrator of DigitalCommons@URI. For more information, please contact digitalcommons-group@uri.edu. For permission to reuse copyrighted content, contact the author directly.

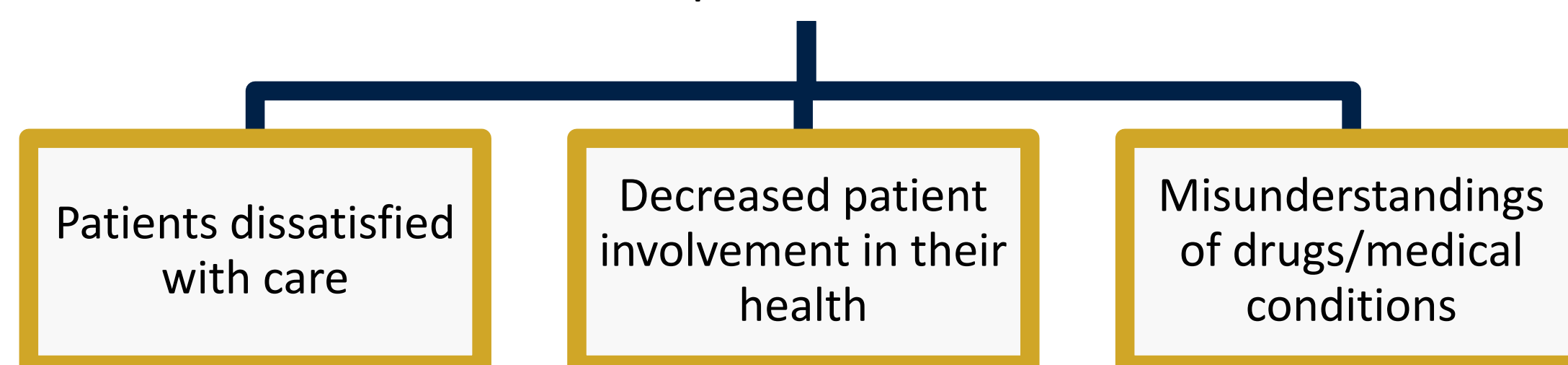
Pharmacist-Patient Communication Techniques

Kanya K. Shah, PharmD. Candidate

Sponsor: Anita N. Jacobson, PharmD.

Background

Without effective patient communication: ^{1,2,3}



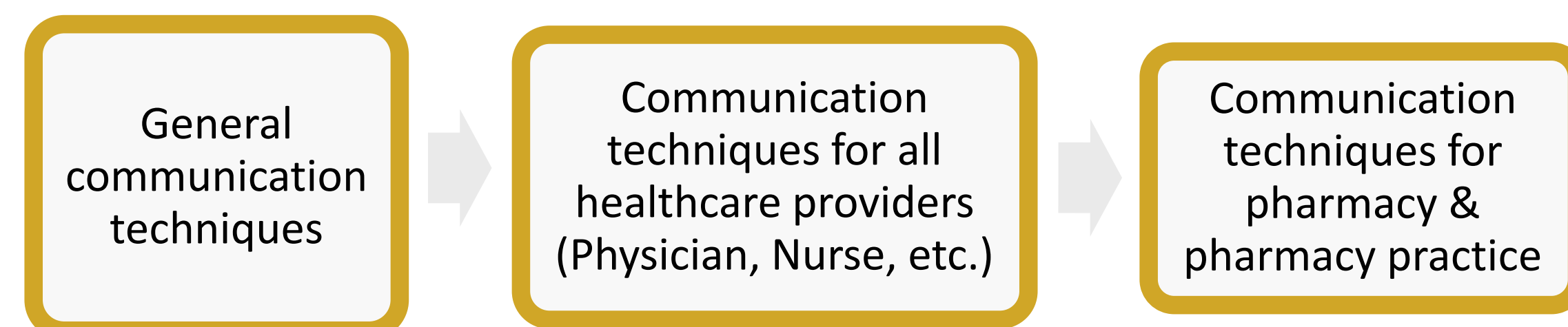
Effective patient communication is important to: ¹

- Enhance patient-provider relationships
- Create a safe/open atmosphere
- Improve transfer of medical information
- Improve medication adherence, health outcomes, and knowledge
- Help patients achieve positive outcomes

Resources/Methods

Various systematic literary searches were conducted on multiple databases to find communication literature.

Search Strategy:



Databases/Search Engines Searched:

- Communication Abstracts (EBSCOhost)
- ComDisDome (ProQuest)
- PubMed
- EMBASE
- American Pharmacist Association Library
- Access Pharmacy
- Google Search

Search Terms:

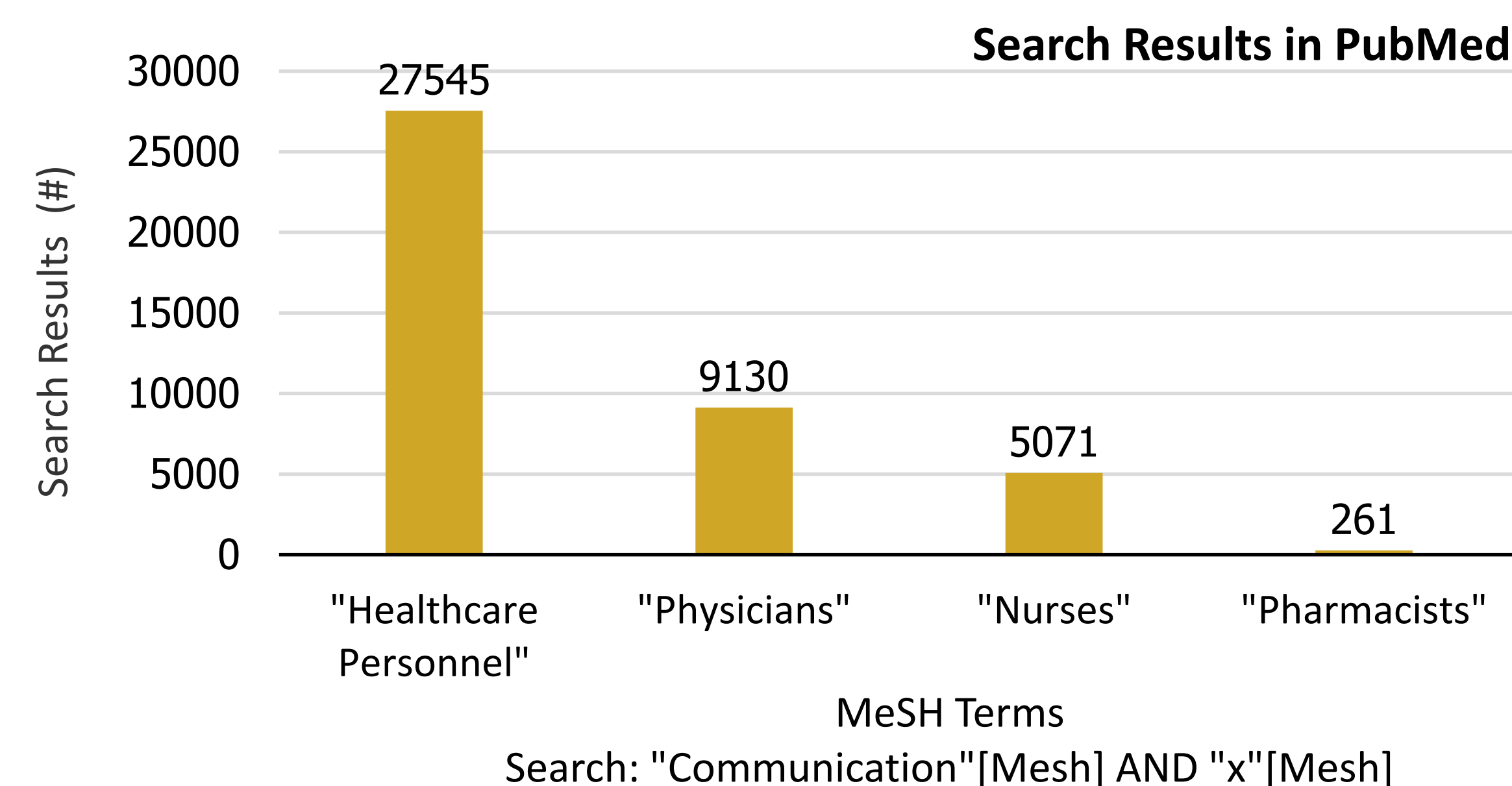
- Communication
- Interpersonal communication
- Oral communication
- Nonverbal communication
- Verbal communication
- Patient-centered care
- Motivational interviewing
- Pharmacy communication
- Cultural competency
- Health literacy

Results narrowed to:

- Clinical trials and review articles
- Literature focusing on communication with patients, not between healthcare professionals
- Publications discussing topics relevant to pharmacy's role in healthcare
- Exclude replicated information

Results

After a general PubMed search for patient-communication literature using MeSH terms ("healthcare personnel", "physicians", "nurses", and "pharmacists"), only 0.62% of the literature was related to pharmacists.



Communication Techniques

Based on the lack of pharmacy guides available on patient communication, a toolkit was created with tips and techniques for pharmacists to employ while communicating with patients.

Verbal Communication Techniques	Nonverbal Communication Techniques
<ul style="list-style-type: none"> • Active Listening • Open-ended Questions • Consistent Referring • Limiting Technical Medical Terms • Caution with Humor • Limiting Small Talk 	<ul style="list-style-type: none"> • Gesturing • Maintaining Eye Contact • Smiling • Head Nodding • Maintaining Open Posture <ul style="list-style-type: none"> • Eye Level • Forward lean • Uncrossed arms • Being aware of Tone of Voice • Being aware of personal space • Being aware of sitting arrangement • Considering Dress/Appearance
Communication Barriers	
<ul style="list-style-type: none"> • Patient Derived • Provider Derived • Environment Derived • Cultural Differences 	
Education Communication Techniques	
<ul style="list-style-type: none"> • Indian Health Service Model • Teach-back 	
Behavioral Change Communication Techniques	
<ul style="list-style-type: none"> • Transtheoretical Model of Behavioral Change • Motivational Interviewing 	
Decision Making Communication Techniques	
<ul style="list-style-type: none"> • Shared Decision Making Model 	
Patient Centered Communication Techniques	
<ul style="list-style-type: none"> • Avoid dehumanizing patients 	

Discussion

With a lack of literature directed specifically to communication techniques in pharmacy practice, pharmacists must rely on literature directed towards other healthcare disciplines to procure information related to patient interactions.

Utilizing communication techniques is imperative to create an effective relationship and environment to allow for productive conversations.

While having scientific knowledge of medications is an important aspect of being a pharmacist, it is equally important that pharmacists are able to communicate this information effectively to patients.

By helping patients understand their health and the value of medications through effective communication, pharmacists can affect patients' health outcomes and quality of life.



Literature Cited

1. Linn AJ, van-Weert JCM, Schouten BC, Smit EG, van-Bodegraven AA, van-Dijk L. Words that make pills easier to swallow: a communication typology to address practical and perceptual barriers to medication intake behavior. *Patient Prefer Adherence*. 2012;6:871-85. doi: 10.2147/PPA.S36195.
2. The Joint Commission. "What did the Doctor Say?": Improving Health Literacy to Protect Patient Safety. 2007. URL: https://www.jointcommission.org/assets/1/18/improving_health_literacy.pdf [accessed: 2016 June 21].
3. Slatore CG, Cecere LM, Reinke LF, Ganzini L, Udris EM, Moss BR, et al. Patient-clinician communication: associations with important health outcomes among veterans with COPD. *Chest*. 2010;138:628-34.