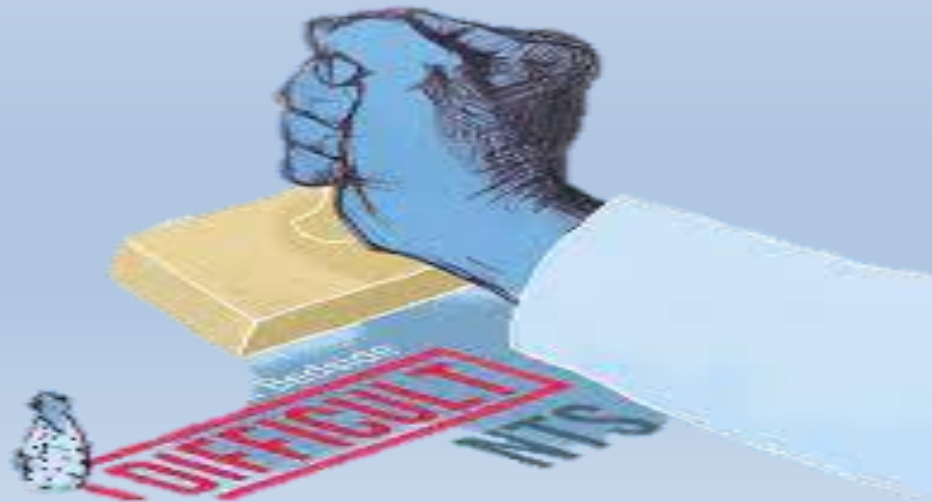


Communication with difficult patients

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Webinar program

دانشگاه علوم پزشکی و خدمات بهداشتی درمانی تبریز



کنفرانس برقراری ارتباط موثر با بیماران عصبانی، شکاک و پرحرف

مدرسین: دکتر سعیده غفاری فر و دکتر فاطمه رنجبر

1400/3 /20

| ساعت | عنوان | شیوه ارائه | مدرس |
|---------------|-------------------------------------------------|----------------|---------------------|
| 10-11:15 | اصول و راهکارهای ارتباط با بیماران عصبانی | سخنرانی تعاملی | دکتر سعیده غفاری فر |
| 11:15 - 12:45 | اصول و راهکارهای ارتباط با بیماران شکاک و پرحرف | سخنرانی تعاملی | دکتر فاطمه رنجبر |
| 12:45-13 | پرسش و پاسخ | | مدرسین |

Learning objectives

After this presentation, you will be able to:

1. Define a difficult patient

2. Differentiate different types of difficult patients

3. Criticize the role of different influential factors

4. Describe a plan for your general effective communications with difficult patients

Definition of difficult patients

A distressed patient, who is high
utilizer of medical services
because of some behavioral or
emotional aspects



Different types of difficult patients

Demanders

Deniers

Manipulators

Self-destroyers

Different demanding patients

Violent

Verbally rude

Aggressive

Lying

Seeking secondary gain

Exploitative of the doctor

Boundary busting

A pain in the neck

Types of difficult patients (in descending order of relative frequency)



Violent, aggressive, verbally abusive

Unsolved repeated complaints

Multiple complaints-shopping list

Psychosomatic patients

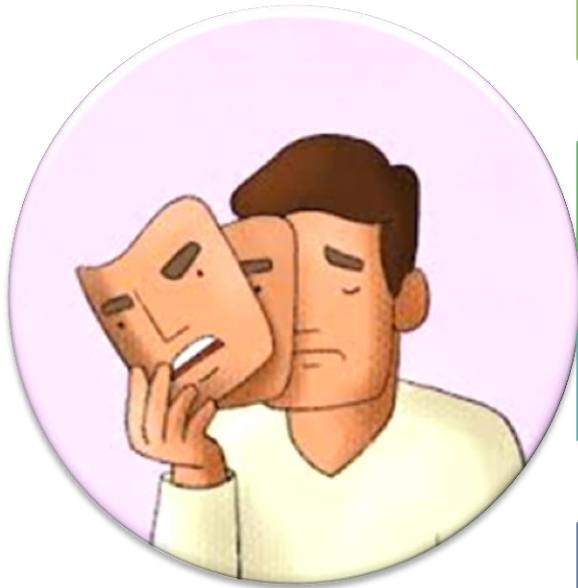
Seeking secondary gain

Manipulative , lying

Everything hurts

Pain in the neck

Types of difficult patients (in descending order of relative frequency)



Demanding, boundary-bursting,
exploiting the doctor

Angry at the doctor

Unco-operative

Difficult psychiatric patient

Drug addict

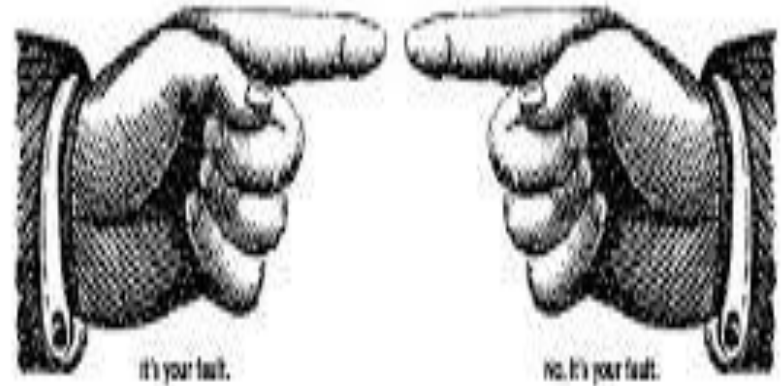
Solutions?



Difficult patients resolved..



Solutions



Influential factors

The diagram consists of three overlapping shapes representing influential factors. At the top is a yellow oval labeled 'Patient factors'. Below and to the left is a green rounded rectangle labeled 'Physician factors'. At the bottom is a large, orange, cloud-like shape labeled 'Health care system factors'. The orange shape overlaps both the yellow and green shapes.

Patient factors

Physician factors

Health care system factors

Patient factors

Unrecognized psychiatric problems

Patients with anxiety disorders

Ignored patients

Patients with mood disorders

Patients who feel rushed

Patients with psychosomatic symptoms

Physician factors

Physician overwork and greater numbers of patients

Less experience

Mismatched work style

Personality and belief system

Cultural gaps

Poor self-management skills

Health care system factors

Increased patient mistrust

Continued pressures to decrease the cost of care and increase human productivity

Limited time to address patients' concerns

Conflicting expectations

Management tip

Tactful assessment of the patient's distress:

“You seem quite upset. Could you help me understand what you are going through?”



Means of coping with the difficult patient(in descending order of frequency)

Empathy

Non-judgmental listening

Patience and tolerance

Direct approach

Defining limits of time and content in advance

Referral to various consultant, laboratory and simulate tests, alternative medicine, mental health services

Means of coping with the difficult patient(in descending order of frequency)

Confrontation with the patient!

Recommendation for transfer to another doctor

Use of humor

Involving the patient's family

Sharing some of the doctor's personal experiences with the patient

Ignoring the patient's feelings!

Communication techniques for health care providers

Improve non-judgmental listening and understanding

Improve tolerance and partnership with patients

Improve skills at expressing negative emotions

Increase empathy

Negotiate the process of care

References

- 1) Haas, L. J., Leiser, J., Magill, M. K., & Sanyer, O. N. (2005). Management of the difficult patient. *American family physician*, 72(10), 2063-2068.
- 2) Steinmetz, D., & Tabenkin, H. (2001). The 'difficult patient' as perceived by family physicians. *Family practice*, 18(5), 495-500.
- 3) Haralayya, D. (2016). Top 10 Ways to Improve the Communication Skills.
- 4) غفاری فرس ، غفرانی پور ف ، احمدی ف، خوش باطن م . مبانی برقراری ارتباط بیمار و پزشک. 1395. تبریز، پژوهش‌های پزشکی. چاپ اول
- 5) Google images

Summary

Definition of a difficult patient

Different types of difficult patients

Different influential factors

Means of coping with difficult patients



Really appreciate your attention.