The Art of History-Taking ... ... Going Beyond OPQRST

Introduction

This session will focus on the importance of effective communication skills in obtaining a comprehensive patient history.

Enhancing the art of history-taking solidifies the doctor-patient relationship and leads to greater patient AND doctor satisfaction.

Introduction

Effective communication ensures an accurate diagnosis, maximizes patient compliance, and can significantly improve patient outcomes.

Course Objectives

Review the basic components of history-taking, including:
- Previous Chiropractic History
- Past History / Review of Systems
- Family History
- History of Complaint

Course Objectives

Together we will explore many of the nuances of patient interactions that will enhance obtaining a comprehensive patient history, including:
- office environment
- personal distractions
- active listening
- skills of empathy
- sociodemographic elements of a patient

Palmer Homecoming, May 3, 2019
Tammi Clark, D.C., & Theresa Whitney, D.C.
Office Environment

Personal Distractions

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### Active Listening

<table>
<thead>
<tr>
<th>NON-VERBAL</th>
<th>VERBAL</th>
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<tbody>
<tr>
<td>Eye Contact</td>
<td>Open-Ended Questions</td>
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<tr>
<td>Attentive Posture</td>
<td>Probing Questions</td>
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<tr>
<td>Observance of Facial Expressions</td>
<td>Re-State</td>
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<tr>
<td>Listening to Vocal Inflections</td>
<td>Paraphrase</td>
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<tr>
<td>Resist Urge to Interrupt</td>
<td>Request for Clarification</td>
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### Empathy

Empathy is the momentary identification with the thoughts, feelings, and experiences of another person that erodes the boundaries of self.

Empathy... doesn't involve fixing; it acknowledges another human being.

### EMPATHY

- **Reflection**
  - “You seem ...”

- **Validation**
  - “I can understand ...”

### Sociodemographics
“It is now estimated that between 70% to 90% of medical diagnoses can be determined by the history alone; in addition to being one of the oldest diagnostic tools, a comprehensive history is one of the most reliable.”


Previous Chiropractic Care

- Why?
- When?
  - Technique?
    - How Often? How Long?
    - Outcome?
    - Special Studies?

Past History / Review of Systems

<table>
<thead>
<tr>
<th>SHIP</th>
<th>HAM</th>
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<tbody>
<tr>
<td>- Immunizations</td>
<td>- Habits</td>
</tr>
<tr>
<td>- Surgeries</td>
<td>- Allergies</td>
</tr>
<tr>
<td>- Hospitalizations</td>
<td>- Medications</td>
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<td>- Injuries</td>
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<td>- Past Illnesses</td>
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Family History - “ABC DEFG”

Age and Health Status of Immediate Family Members, AND FOR ALL:

- Arthritis
  - Blood Disorders or Cardiovascular Disease
    - Hypertension, anemia, stroke
- Cancer
  - Diabetes
  - Epilepsy
    - Fatalities
    - Suicide
    - Genetic Conditions

American Heart Association®

1 in 3 cancer deaths could be prevented with earlier detection
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**History of Complaint**
- O: Onset
- MP3: Mechanism, Progression, Past History, Prior Care
- P / P: Palliative / Provocative Measures
- Q: Quality
- R: Radiation of Pain
- S: Site
- T / F: Timing / Frequency
- I: Intensity
- D: Duration
- ADLs: Activities of Daily Living

**Course Objectives**

**ENHANCING NUANCES**
- Office environment
- Personal distractions
- Active listening
- Skills of empathy
- Sociodemographic elements of a patient

**ESSENTIAL BASICS**
- Previous Chiropractic History
- Past history / Review of systems
- Family history
- History of complaint

**Why is all of this so important?**
- Increased patient and doctor satisfaction
- Improved patient compliance
- Increased patient referrals
- Decreased risk of litigation

**REFERENCES**
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