

Introduction

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

1

Introduction

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

2

Introduction

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

3

Course Objectives

Review the basic components of history-taking, including:

- Previous Chiropractic History
- Past History / Review of Systems
- Family History
- History of Complaint

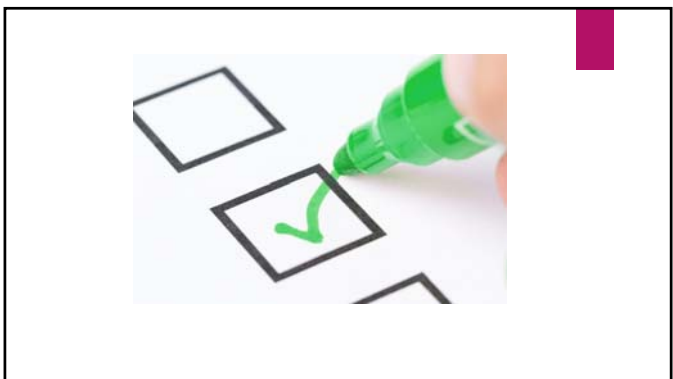
4

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

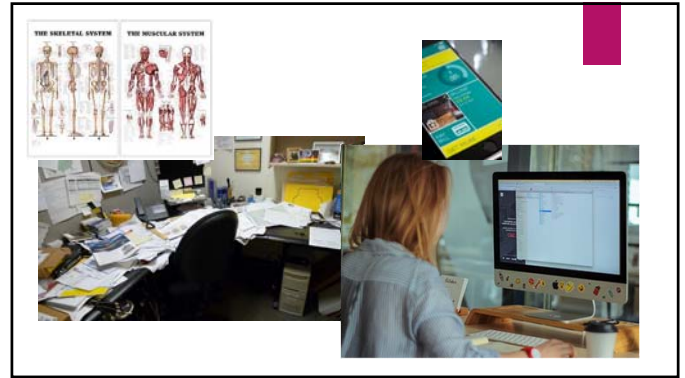
5



6



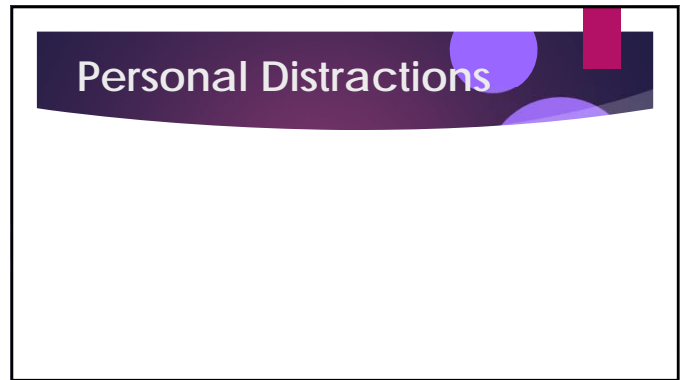
7



8



9



10



11



12

Active Listening

NON-VERBAL	VERBAL
Eye Contact	Open-Ended Questions
Attentive Posture	Probing Questions
Observance of Facial Expressions	Re-State
Listening to Vocal Inflections	Paraphrase
Resist Urge to Interrupt	Request for Clarification

13

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.

14

EMPATHY

- ▶ Reflection
 "You seem ..."

- ▶ Validation
 "I can understand ..."

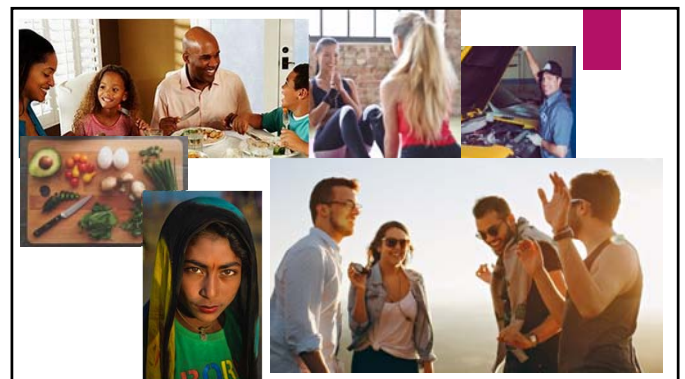
15

Sociodemographics

16



17



18

"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."

Sanders L. Every Patient Tells a Story. New York: Broadway Books; 2009:6-91.

19

Previous Chiropractic Care

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

20

Past History / Review of Systems

I	SHIP	HAM
- Immunizations	- Surgeries	- Habits
	- Hospitalizations	- Allergies
	- Injuries	- Medications
	- Past Illnesses	

21



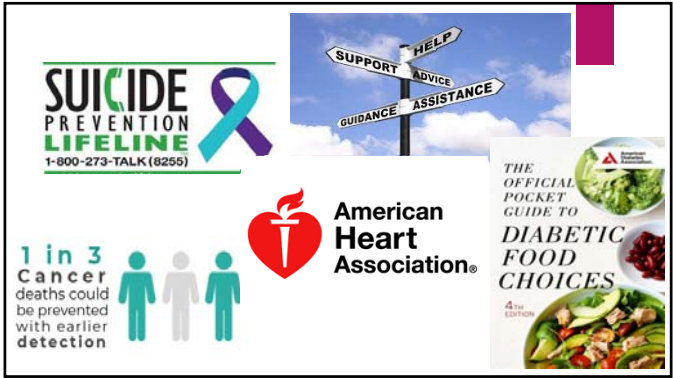
22

Family History - "ABCDEFGH"

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

- o Arthritides
- o Blood Disorders or Cardiovascular Disease
 - ie: hypertension, anemia, stroke
- o Cancer
- o Diabetes
- o Epilepsy
- o Fatalities
 - ie: accidents; suicide
- o Genetic Conditions

23



24

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

25

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

26

Why is all of this so important?

- ▶ Increased patient **and** doctor satisfaction
- ▶ Improved patient compliance
- ▶ Increased patient referrals
- ▶ Decreased risk of litigation

27

REFERENCES

- <https://accessmedicine.mhmedical.com/content.aspx?bookid=500§ionid=41026543>
- <https://patient.info/doctor/history-taking> ; History Taking
- <https://psychcentral.com/lib/become-a-better-listener-active-listening/> ; Behavioral Medicine in Primary Care - 3rd edition
- <https://www.ncbi.nlm.nih.gov/pubmed/15203853> ; Promoting the Art of History Taking
- https://www.researchgate.net/publication/5610987_A_guide_to_taking_a_patient's_history
- https://www.tandfonline.com/doi/pdf/10.1080/17470919.2013.873737#_Uv0F-EJdW52
- <https://www.wikihow.com/Compartmentalize>
- Jarvis, Carolyn, Physical Examination and Health Assessment, 7th edition.
- Souza, Thomas, Differential Diagnosis and Management for the Chiropractor, 5th edition.

28