


Step Four Communicating the Plan

Getting everyone on the same page

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Keeping Track of Care



“never ask a new patient a question without note-book and pencil in hand...”

Sir William Osler (1849 - 1919)

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Problem List

Building relationship, negotiating plans

- Diabetes
 - poly U/D/phagia
 - hyperglycemia
- HTN
 - high BP x 3
 - LVH ECG
- Hyperlipidemia
 - LDL 162
 - Triglyc 250
- BMI 34

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**Who is the Audience?
What is the message for each?**

- Patient
- Family, Friends, the Public
- Clinical staff – nurses, lab, xray, therapists, pharmacists, dietician
- Yourself – now and later
- Colleagues
- Consultants
- Insurance companies
- Lawyers (plaintiff and defendant)
- Compliance officers, regulators
- Researchers, data miners
- Performance measures

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Communicating with Patient

- Patient Education – what’s wrong
- Instructions – what to do
- Reassurance – what will happen
- Motivation, hope
- Acknowledgement, acceptance
- “I’ll be there for you”

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Family, Friends, the Public

- What do they need to know?
- What will be best for the patient?
- What will be best for the family member?
- What can I legally tell?
- What can I ethically tell?

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Clinical Staff

- Nurses
- Pharmacist
- Dietician
- Therapists: physical, occupational, respiratory, massage, acupuncture
- Lab
- Xray

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Oneself

- “Nothing clears up a case so much as stating it to another person” (Sherlock Holmes)
- Processing effect of recording case
- Effect of structure and order
- Impact of recording technology
- Prospective memory – notes to myself, a la “Memento”

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Other Clinicians

| | |
|---|---|
| Colleagues <ul style="list-style-type: none">• Future responsibility for patient• Format• Content• Detail• “Experts share knowledge not only of their domain, but of the structure and goals of their discourse” (Evans) | Consultants <ul style="list-style-type: none">• Ask a clear question – get a much better answer• What to share – what to leave out<ul style="list-style-type: none">– Neurologist– Psychiatrist– Cardiologist– Radiologist |
|---|---|

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Insurance companies

- Documentation of the illness
 - ICD9
- Documentation of the procedure
 - CPT4
- Documentation of the process
 - Details to support the Dx and Tx

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How much detail In what form?

- Lawyers
- Regulatory agencies
- Data mining
- Clinical and Outcomes research
- Quality and Performance improvement
- Patient Safety

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