



## ORIGINAL ARTICLE

### Communication skills of tutors and family medicine physician residents in Primary Care clinics



Francisco Javier Valverde Bolívar<sup>a,b,\*</sup>, Miguel Pedregal González<sup>c</sup>,  
María Francisca Pérez Fuentes<sup>d</sup>, María Dolores Alcalde Molina<sup>e</sup>, Jesús Torío Durántez<sup>f</sup>,  
Miguel Delgado Rodríguez<sup>g,h</sup>

<sup>a</sup> Teaching Unit of Family and Community Medicine in Jaen, Distrito Sanitario Jaén-Jaén Sur (Jaén Health District-Jaén South), Avenida del Ejército Español número 10, Post Code 23007, Jaen, Spain

<sup>b</sup> Andalusian Research Group, Development and Innovation Plan (CTS-982)

<sup>c</sup> Teaching Unit of Family and Community Medicine in Huelva, Distrito Sanitario Huelva-Costa (Huelva-Costa Health District), Calle Cuesta de las tres caídas s/n., Post Code 21001, Huelva, Spain

<sup>d</sup> Linares Health Care Centre in Virgen de Linarejos, Área Sanitaria Norte de Jaén (Health Area North of Jaén), Avenida de San Sebastián s/n, Post Code 23700, Linares, Jaen, Spain

<sup>e</sup> Health Centre Virgen de la Capilla, Distrito Sanitario Jaén-Jaén Sur (Jaén Health Care District-Jaén South), Calle Arquitecto Berges número 10, Post Code 23007, Jaen, Spain

<sup>f</sup> Medical Examination, Territorial Delegation for Equality, Health and Social Policies, Paseo de la Estación número 15, Post Code 23071, Jaen, Spain

<sup>g</sup> Department of Preventative Medicine and Public Health, Universidad de Jaén, Campus de las Lagunillas, Post Code 23071, Jaen, Spain

<sup>h</sup> Biomedical Research Centre in Epidemiology and Public Health Net Biomedic Research Net (CIBERESP), Ministry of Health, ISCIII (Ministry of Science and Innovation), C/ Sinesion Delgado 6, Post Code 29071, Madrid, Spain

Received 10 August 2015; accepted 18 December 2015

Available online 5 May 2016

#### KEYWORDS

Communication;  
Physician–patient  
relations;  
Internships and  
residencies;  
Primary healthcare

#### Abstract

**Aim:** To determine the communicative profiles of family physicians and the characteristics associated with an improved level of communication with the patient.

**Design:** A descriptive multicentre study.

**Location:** Primary Healthcare Centres in Almería, Granada, Jaen and Huelva.

**Participants:** 119 family physicians (tutors and 4th year resident physicians) filmed and observed with patients.

Principal measurements: Demographic and professional characteristics. Analysis of the communication between physicians and patients, using a CICA (Connect, Identify, Understand, Agree and Assist, in English) scale. A descriptive, bivariate, multiple linear regression analysis was performed.

\* Corresponding author.

E-mail address: [franciscoj.valverde.sspa@juntadeandalucia.es](mailto:franciscoj.valverde.sspa@juntadeandalucia.es) (F.J. Valverde Bolívar).

**Results:** There were 436 valid interviews. Almost 100% of physicians were polite and friendly, facilitating a dialogue with the patient and allowing them to express their doubts. However, few physicians attempted to explore the state of mind of the patient, or enquire about their family situation or any important stressful events, nor did they ask open questions. Furthermore, few physicians summarised the information gathered. The mean score was  $21.43 \pm 5.91$  points (maximum 58). There were no differences in the total score between gender, city, or type of centre. The linear regression verified that the highest scores were obtained from tutors (B: 2.98), from the duration of the consultations (B: 0.63), and from the age of the professionals (B: -0.1).

**Conclusion:** Physicians excel in terms of creating a friendly environment, possessing good listening skills, and providing the patient with information. However the ability to empathise, exploring the psychosocial sphere, carrying out shared decision-making, and asking open questions must be improved. Being a tutor, devoting more time to consultations, and being younger, results in a significant improvement in communication with the patient.

© 2016 Elsevier España, S.L.U. This is an open access article under the CC BY-NC-ND license (<http://creativecommons.org/licenses/by-nc-nd/4.0/>).

## PALABRAS CLAVE

Comunicación;  
Relaciones  
Médico-Paciente;  
Internado y  
Residencia;  
Atención primaria de  
Salud

## Habilidades comunicacionales de tutores y residentes de medicina de familia en las consultas de atención primaria

### Resumen

**Objetivo:** Conocer el perfil comunicacional de los médicos de familia y las características asociadas a una mejor comunicación con el paciente.

**Diseño:** Estudio descriptivo multicéntrico.

**Emplazamiento:** Centros de salud de atención primaria de Almería, Granada, Jaén y Huelva.

**Participantes:** Ciento diecinueve médicos de familia (tutores y residentes de 4.º año) videograbados en consulta.

**Mediciones principales:** Características demográficas y profesionales. Análisis de la comunicación médico-paciente mediante la escala Conectar, Identificar y Comprender, Acordar y Ayudar (CICAA). Se realizó un análisis descriptivo, bivariable y de regresión lineal múltiple.

**Resultados:** Se obtuvieron 436 entrevistas válidas. Casi el 100% se muestran corteses y amables, facilitan el discurso del paciente y permiten que exprese sus dudas. En cambio, pocos profesionales resumen la información, exploran el estado de ánimo del paciente, su entorno familiar, acontecimientos vitales estresantes o emplean preguntas abiertas. La puntuación media fue de  $21.43 \pm 5.91$  puntos (máximo 58). No existieron diferencias en la puntuación por sexo, ciudad o tipo de centro. Mediante regresión lineal múltiple se comprueba que una mayor puntuación se relaciona con ser tutor (B:2.98), el tiempo de consulta (B:0.63) y la edad del profesional (B: -0,1).

**Conclusiones:** Los médicos destacan por crear un clima cálido, buena escucha e informar al paciente; en cambio, deberían mejorarse la empatía, la exploración de la esfera psicosocial, realizar preguntas abiertas y la toma de decisiones compartidas. Ser tutor, mayor tiempo de consulta y ser más joven se relacionan con una mejor comunicación con el paciente.

© 2016 Elsevier España, S.L.U. Este es un artículo Open Access bajo la licencia CC BY-NC-ND (<http://creativecommons.org/licenses/by-nc-nd/4.0/>).

## Introduction

Communication is one of the most important skills that a family physician must possess,<sup>1,2</sup> as the preceptor is the crux of the process and is jointly responsible, alongside with the resident physician, for adopting and acquiring the appropriate attitude, knowledge and necessary skills.<sup>3</sup>

The scarce references related to communication skills in our country reflect the fact that the profiles are very centred around the physician's agenda, so a scarce exploration has been carried out of the emotions of the patient, his/her state of mind or repercussions of the problem.<sup>4-7</sup>

International studies frequently use standardised patients,<sup>8,9</sup> which allow the possibility to compare communicational profiles with a high rate of reliability and validity, just like carrying out a summative evaluation.<sup>10</sup> However, these types of patients could demonstrate a more accurate vision of the patient-physician relationship, avoiding the peculiarities of the chronic processes and the relationship maintained over time (fundamental in primary care).<sup>11</sup>

The main objective of the study is to understand the communicational profile of preceptors and of fourth year resident physicians of family medicine. Secondary aims include analyzing the relationship between the

Download English Version:

<https://daneshyari.com/en/article/5678126>

Download Persian Version:

<https://daneshyari.com/article/5678126>

[Daneshyari.com](https://daneshyari.com)