

For More Information

Articles

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The Day One Talk, Jennifer Mack, Holcombe E. Grier, *Journal of Clinical Oncology*, Feb. 1, 2004.

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The Patient-Computer Interview: A Neglected Tool That Can Aid the Clinician, John W. Bachman, *Mayo Clinic Proceedings*, January 2003.

Using the Internet to Enhance Physician-Patient Communication, J. Sybil Biermann, Gregory J. Golladay, Richard N. Peter-

son, *Journal of the American Academy of Orthopedic Surgeons*, March 2006.

Reports

“I Hear You Talking, But I Don’t Understand You!” Medical Jargon and Clear Communication, monograph, April 2004. Presented by Molina HealthCare and California Academy of Family Physicians (www.familydocs.org/assets/Publications/Monographs/MedicalJargon.pdf).

Improving Communication—Improving Care, American Medical Association Ethical Force Program, June 2006 (www.ama-assn.org/ama1/pub/upload/mm/369/ef_imp_comm.pdf).

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Providing Language Services in Small Health Care Provider Settings: Examples from the Field, Mara Youdelman, Jane Perkins, The Commonwealth Fund, April 2005 (www.cmfw.org/publications/publications_show.htm?doc_id=270667).

Silence Kills: The Seven Crucial Conversations for Healthcare, American Association of Critical-Care Nurses and VitalSmarts, January 2005 (www.silencekills.com).

Books

Crossing the Quality Chasm: A New Health System for the 21st Century, Committee on Quality of Health Care in America, Institute of Medicine, National Academies Press, 2001.

Crucial Conversations: Tools for Talking When Stakes are High, Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, Stephen R. Covey, McGraw Hill, 2002.

Field Guide to the Difficult Patient Interview, Frederic W. Platt, Geoffrey H. Gordon, Lippincott Williams & Wilkins, 1999.

Health Literacy: A Prescription to End Confusion, Institute of Medicine, edited by Lynn Nielsen-Bohlman, Allison M. Panzer, David A. Kindig, National Academies Press, 2004.

How to Break Bad News: A Guide for Health Care Professionals, Robert Buckman, The Johns Hopkins University Press, July 1992.

Medical Interview: Clinical Care, Education and Research, Mack Lipkin, Samuel M. Putnam, Aaron Lazare, Springer, 1995.

Writing, Speaking, and Communication Skills for Health Professionals, Stephanie Barnard, Kirk Hughes, Deborah St. James, Yale University Press, 2001.

For information on the following American Medical Association titles, log on to www.ama-assn.org and click on “Bookstore” or call (800) 621-8335:

- Communicating with Your Patients.
- Physician-Patient Relations.

Tool Kits

Addressing Language Access Issues in Your Practice: A Toolkit for Physicians and Their Staff Members, The California Academy of Family Physicians. This tool kit offers practical information and manageable steps to take to address language barriers in your practice. Access by logging on to www.familydocs.org/toolkits.php.

The American College of Physician Executives offers a tool kit of resources on full disclosure of medical errors. Log on to www.acpe.org/acpehome/index.aspx?url=toolkit/index.htm and click on “Apologies for Medical Errors.” This will bring you to a list of links to resources—video and audio clips, Websites and articles—providing more information about full disclosure and

apologies for medical mistakes.

The Health Literacy: Help Your Patients Understand Educational Kit, offered by the AMA Foundation, includes a documentary and instructional video and an in-depth manual for clinicians (PDF, 296KB, requires Adobe Reader). Log on to www.ama-assn.org/ama/pub/category/9913.html for more information.

Working Together to End Racial and Ethnic Disparities: One Physician at a Time, a tool kit offered by the American Medical Association, includes a 22-minute DVD featuring interviews with physicians, nurses and patients who have experienced disparities in healthcare firsthand and a CD-ROM with fact sheets covering components of healthcare disparities, including: quality of care, trust and stereotyping, cultural competence, language barriers and health literacy. A facilitation guide to help stimulate discussion is also included. To order, call the AMA at (800) 621-8335 and ask for Item #OP325305. Cost is \$10 for AMA members and \$15 for nonmembers. Log on to www.ama-assn.org/go/healthdisparities for more information.

Communications Training

American Academy on Communication in Healthcare (AACH) (www.aachonline.org), formerly known as the American Academy on Physician and Patient, is an organization devoted to research, education and professional standards in patient-doctor communication. The AACH offers training courses and workshops on improving communications skills. Their Website also includes a link to doc.com, an interactive, Web-based learning resource that features 40 interactive on-line learning modules on communication competencies.

Institute for Healthcare Communication (www.healthcarecomm.com), formerly known as the Bayer Institute For Health Care Communication, offers a range of programs aimed at improving communication between clinician and patient. The workshops are available through a network of over 200 healthcare organizations that sponsor Institute faculty members and offer the programs to their clinicians and staff.

Web Resources

The Program in Communication and Medicine (PCM) at Northwestern University Feinberg School of Medicine, directed by Gregory Makoul, Ph.D., works to improve communication in and about medicine through theory-driven research, innovative teaching and assessment and national/international exchange of information, tools and experience. Dr. Makoul is the developer of the SEGUE Framework for teaching and assessing communication skills. The program's Website (www.pcm.northwestern.edu) offers abstracts of relevant research on the role or communication in medical encounters, patient perspectives, medical education and information technology.

The Center for Health Care Strategies (CHCS) is a national non-profit organization devoted to improving the quality of health services for beneficiaries served by publicly financed care, especially those with chronic illnesses and disabilities. CHCS offers a series of fact sheets created for those who are designing patient-education materials for consumers with low health literacy skills. The sheets define health literacy, describe its impact on health outcomes, provide strategies to prepare appropriate educational materials to assist low-literate consumers and provide resources for additional health literacy information and publications. Log on to www.chcs.org/publications3960/publications_show.htm?doc_id=291711 to access the material.

The Partnership for Clear Health Communication (www.askme3.org) is a national coalition of more than 100 organizations that are working together to promote awareness and solutions around the issue of low health literacy and its effect on health outcomes. The Partnership's Website offers free educational materials on health literacy aimed at patients and providers.

The American College of Physicians (ACP) Foundation (www.foundation.acponline.org) sponsors a program called the Health Communication Initiative, whose goal is to improve the quality of healthcare through enhanced communication, with emphasis on the aging population and those with chronic disease. One part of that initiative is the Information Rx Project, which is a joint project of the ACP Foundation and the National Library of Med-

icine that seeks to help patients navigate health information on the Internet through MedlinePlus. The Website also offers health literacy information and links.

Sorry Works is a coalition representing patients, physicians, hospitals and attorneys that promotes the adoption of the practice of full disclosure after medical errors, followed by an apology and a quick financial settlement. Find out more about Sorry Works on its Website (www.sorryworks.net).

Conversations in Care (www.conversationsincare.com) is a resource center for improving healthcare through better physician/patient communications, with a special emphasis on oncology. The site features the Conversations in Care Web-book which can be read on-line. Each chapter is authored by a leading expert in the field of communications, and new chapters are added to the site periodically.

The Office of Minority Health (OMH), part of the U.S. Department of Health and Human Services, was established to help improve and protect the health of racial and ethnic minority populations through the development of health policies and programs that will eliminate health disparities. The OMH Website (www.omhrc.gov) offers reports, data, training tools and other resources on cultural competency.