

# 引導與溝通技巧

for Shared Decision Making (SDM)

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SDM 主題式引導實務工作坊2018/10/05

# 演講大綱

- 臨床醫療決策的問題與現況
- SDM溝通的技巧與原則
- 體驗傾聽與提問技巧
- 溝通的內功心法

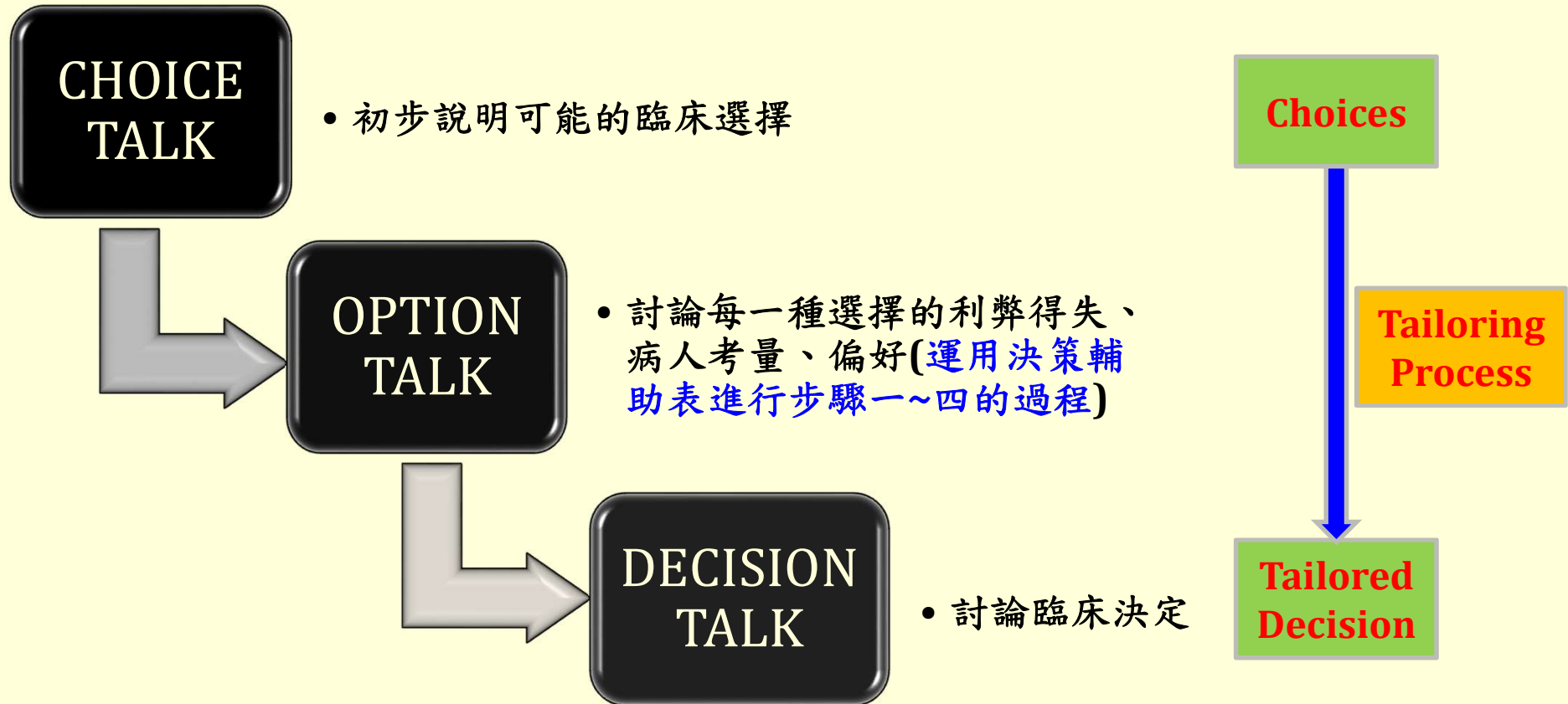
# 反思...

- 這一段醫療決策過程的問題在哪裡?
  - 醫療專業?
  - 醫師時間不夠?
  - 宣告壞消息的環境不對?
  - 醫病?還是醫人?
    - 生活衝擊? 病人文化? 情緒反應?
  - 結果?
    - 沒事?
    - 投書? 醫療糾紛?
    - 醫療訴訟?
    - 病人自殺?

# SDM輔助臨床決策

(Shared decision making model for clinical practice)

## 三階段對話



# The **SHARE** Approach Essential Steps of Shared Decision Making

Five steps for you and your patients to work together to make

**Choice Talk**

**Option Talk**

**Decision Talk**

**Step 1:**

**Seek your patient's participation**

Communicate that a choice exists and invite your patient to be involved in

說明選擇的必要性，並邀請您的病人參與決策

**Step 2:**

**Help your patient explore and compare treatment options**

Discuss the benefits and harms of each option

討論每個選項的好處及害處

**Step 3:**

**Assess your patient's values and preferences**

Take into account what matters most to your patient.

評估您病人最在意的事

**Step 4:**

**Reach a decision with your patient**

Decide together on the best option and arrange for a followup appointment.

一起決定最佳選項並安排後續事宜

**Step 5:**

**Evaluate your patient's decision**

Plan to revisit decision and monitor its implementation.

計畫再次檢視決策並監測執行



**AHRQ**  
Agency for Healthcare Research and Quality  
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Effective Health Care Program

[www.ahrq.gov/shareddecisionmaking](http://www.ahrq.gov/shareddecisionmaking)

April 2014 AHRQ Pub. No. 14-0026-2-EF

Choice  
Talk



Option  
Talk



Decision  
Talk

**It's all about COMMUNICATION!**



# 決策輔助工具架構=溝通腳本!

## 醫病共享決策輔助表

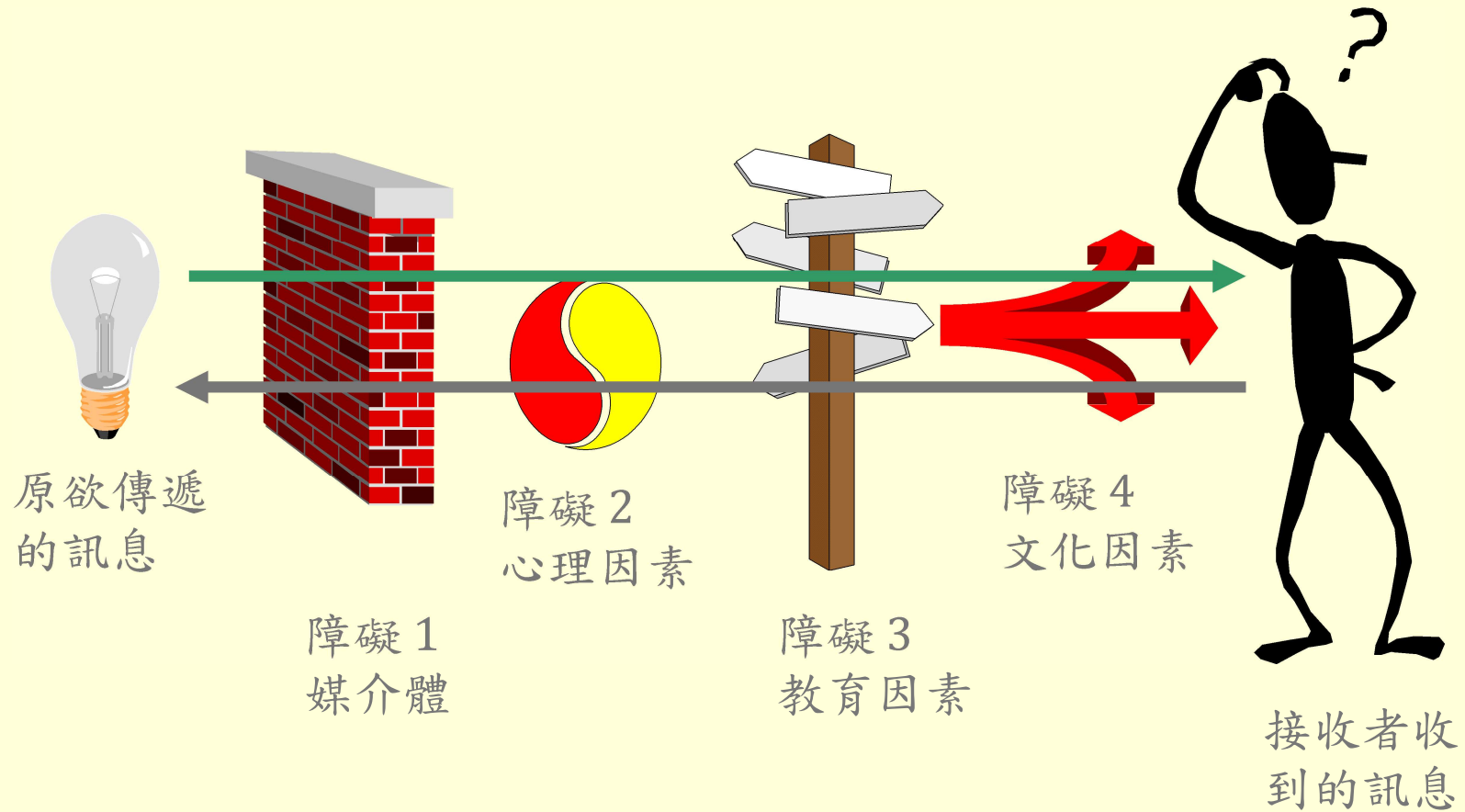
<p>決策題目 主詞 + 健康狀況 + 選擇。 例如：我有退化性膝關節炎，要不要接受人工膝關節置換手術？</p>	Choice
<p>前言 幫助病人認知現在面臨什麼問題、為什麼需要做決策、此份表格可以提供他們哪些協助。 適用對象 / 適用狀況 例如：年齡、嚴重程度、病程發展階段、 疾病或健康議題簡介 (對健康的影響)。</p>	Audience
<p>醫療選項簡介 簡要介紹各種醫療選項，包括在各個選項的前、後或進行中需要採取的措施。 列出自我健康管理不採取任何醫療措施之選項。 如果是診斷篩檢類決策題目，請說明是否進行進一步檢查的疾病、後續步驟，以及做這項檢查可能帶來的後續。 您目前比較想要達成的方式是： 了解病人對醫療方式的偏好。</p>	Choice talk
<p>步驟一、選項的比較 將各方案優缺點之實證數據轉化為淺白圖文及比較表(視情境加入「 步驟二、您對於醫療方式的考量 了解病人的價值觀和考量</p>	Option talk
<p>步驟三、您對醫療選項的認知有多小 確認病人是否已經具備做決策應瞭解的知識(小測驗) 確認病人有聽</p>	Decision Talk
<p>步驟四、您現在確認好醫療方式了嗎？ 詢問病人是否已經能夠進行決策，或是還需要跟其他人商量，或者幫 瞭解更多資訊及資源：</p>	

背景資料  
SDM  
決策過程

## 影片結構 (3~5分鐘)



# 溝通過程中的障礙因素

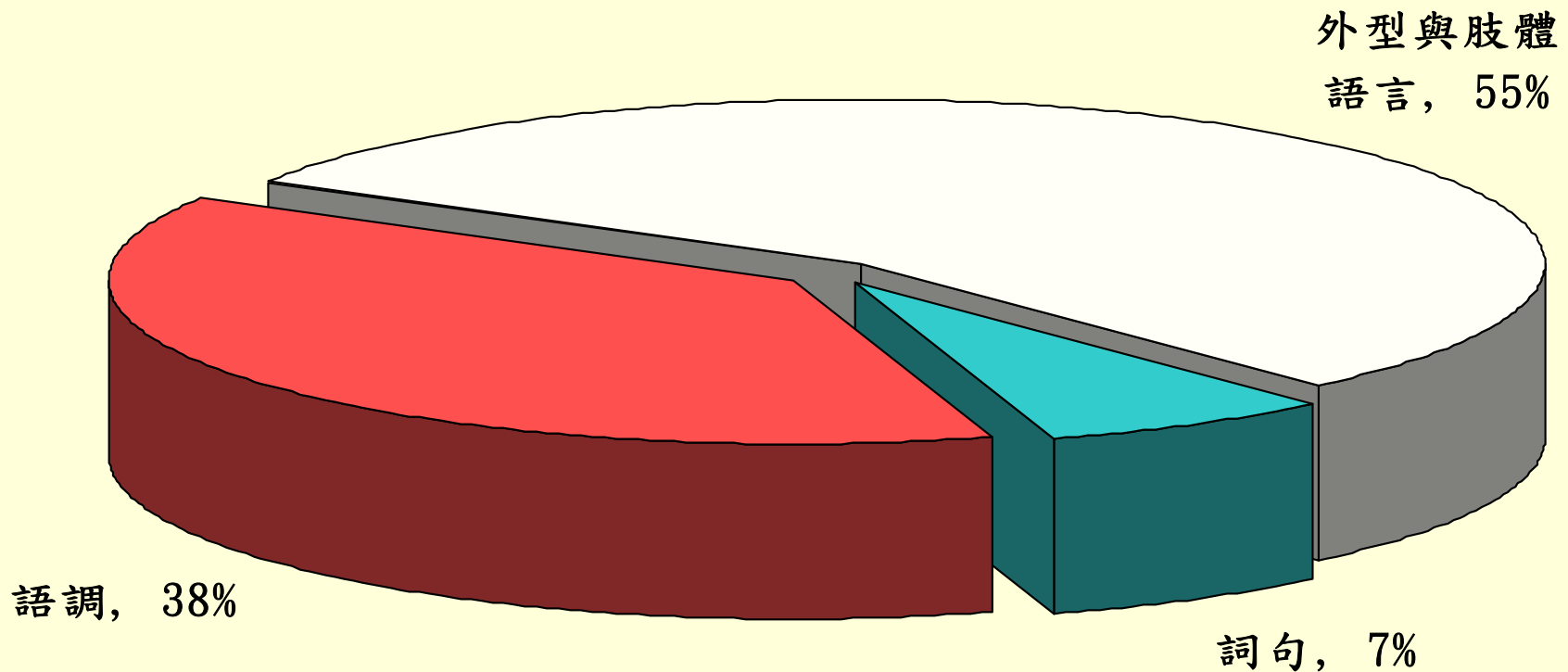
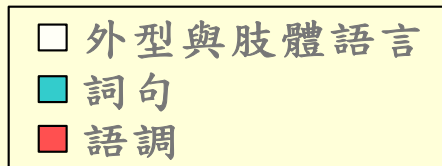




# 溝通技巧

- (你說什麼？v.s. 你怎麼說?)
- Dr. Albert Mebrabian 7/38/55 law in communication
  - 文字本身 → 7%
  - 講話方式 → 38%
  - 外在語言 → 55% (外表, 肢體, 眼神.....)
- 描述事情的立場, 角度, 邏輯和能力?
- 口氣, 音量, 抑揚頓挫, 速度, 回應方式, 停頓

# 93% 來自肢體語言和語調



資料來源：UCLA 大學 Albert Mehrabian 博士對於溝通方式為期十年的研究成果

# 溝通的模式



伯洛模式(The Berlo Model)

# How to fit all?





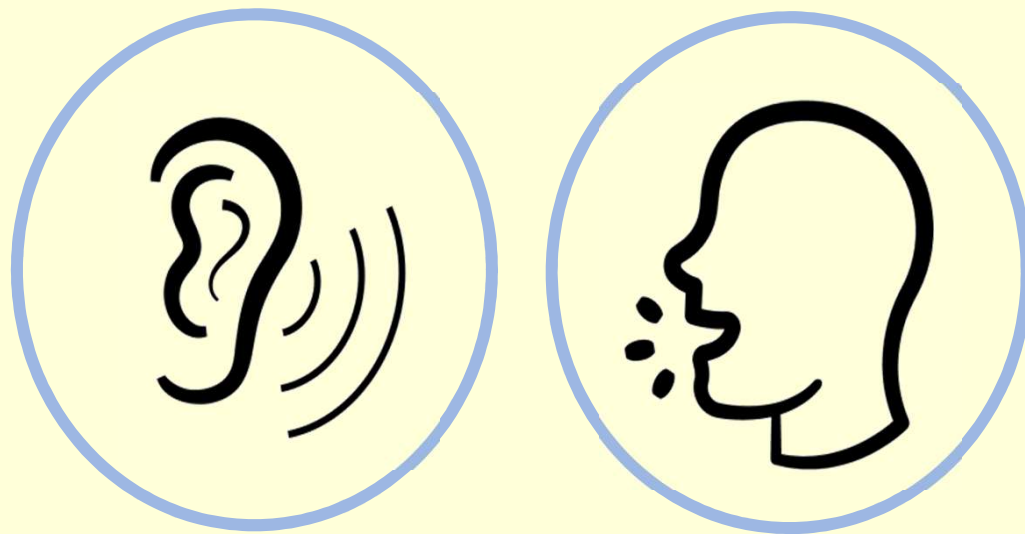
# Ottawa Personal Decision Guide (OPDG)

OPDG	Decision Coaching		
Step	Elements	Process	Suggested Language
	Build skills in deliberation/communication	Introduce and explain the OPDG. Be ready to record responses on the form as you facilitate discussion of the options.	
Step 1. Clarify the decision			<p><b>Questioning and Listening</b></p> <p>What are the options about the decision you are facing?            What are your reasons for making this decision?            How do you need to make a choice?            How long are you in making a choice?</p>
Step 2. Explore the decision	Assess	Assess factors: options, benefits, harms/risks/side effects	<p><b>Questioning and Listening</b></p> <p>Tell me about the options you have.            What do you know about the reasons to choose this option (benefits)?            What do you know about the reasons to avoid this option (harms/risks/side effects)?</p>
	Provide		<p><b>Sending Message</b></p> <p>That's right; You've got it.            Did you know...?            The research shows...</p>
	Clarify	options	<p><b>Questioning and Listening</b></p> <p>Which benefits are most important to you?            Which harms (risks/side effects) do you want to avoid?</p>
			<p><b>Questioning and Listening</b></p> <p>On a scale of 0 (not at all important) to 10 (very important), how would you rate the importance of the benefits?            How about the harms?</p>
		Preferred option	<p><b>Questioning and Listening</b></p> <p>Thinking about your ratings, what option do you prefer?</p>
	Assess/discuss decision making needs	Assess the involvement of others in the decision (opinions, support, pressure)	<p><b>Questioning and Listening</b></p> <p>Who else is involved in the decision?            Are you feeling pressure from anyone to choose a specific option?            How do they support you?</p>
Step 3. Identify decision making needs		(Re-)assess decisional needs using the SURE scale items	<p><b>Questioning and Listening</b></p> <p>Do you know the benefits and risks of each option?            Are you clear about which benefits and risks matter most to you?            Do you have enough support and advice to make a choice?            Do you feel sure about the best choice for you?</p>
Step 4. Plan next steps based on identified needs	Facilitate progress in decision making	Facilitate development of a plan for next steps to address unresolved decisional needs:	<p><b>Questioning and Listening</b></p> <p>What else do you need to make a choice?            What do you think are the next steps?            When do you plan to...?"            How do you need to carry out the choice?</p>
			<p><b>Questioning and Listening</b></p> <p>What are the questions you want to ask to clarify the options?</p>
	Build skills in deliberation, communication, and accessing support	NOTE: If 2 people are involved, highlight areas of agreement/disagreement on values, pressure and support. Make sure each person has a chance to express their response to the questions. If one person is more vulnerable, then have that person respond first (e.g., child then parent; frail elderly then caregiver)	<p><b>Questioning and Listening</b></p> <p>Do you feel comfortable sharing your preferred option with your practitioner?</p>

# Key Communication Skills

- Listening Skills (e.g. encouraging, paraphrasing, reflecting feeling, summarizing, validating)
- Questioning Skills (e.g. open and close questions)
- Sending message skills (e.g. providing feedback and information)

# 聆聽與提問技巧體驗

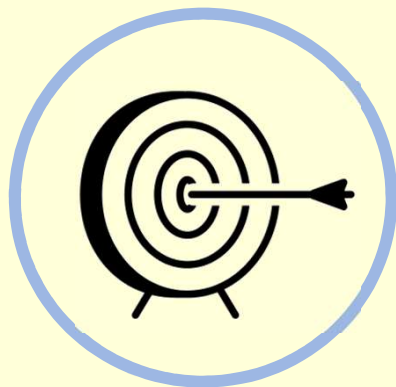


# Reflection and Sharing

- 您的編號為\_\_\_\_\_
- 寫下您的反思與感想



# Key Points



專注



保持耐心



表達興趣



不批判

# 文化能力 (Cultural Competence)

## 學習與不同病人互動



# Culturally Competent Questioning

## Explanatory model

- What do you think has caused your problem? What do you call it?
- Why do you think it started when it did?
- How does it affect your life?
- How severe is it? What worries you the most?
- What kind of treatment do you think would work?

## The patient's agenda

- How can I be most helpful to you?
- What is most important for you?

## Illness behavior

- Have you seen anyone else about this?
- Have you used non-medical remedies?
- Who advises you about your health?

## Personal Level

## Systemic Level

### Control over environment

- Is money a big problem in your life? Are you ever short of food or clothing?
- How do you keep track of appointments? Are you more concerned about how your health affects you right now or how it might affect you in the future?

### Change in environment

- What is your country (city, town) of origin?
- What made you decide to come to this country (city, town)? When did you come?
- How have you found life here compared to life in your country (city, town)? What was medical care like there compared with here?

### Social stressors and support network

- What is causing the most difficulty or stress in your life? How do you deal with this?
- Do you have friends or relatives that you can call on for help? Who are they? Do they live close to you?
- Are you very involved in a religious or social group? Do you feel that God (or a higher Power) provides a strong source of support in your life?

### Literacy and language

- Do you have trouble reading your medication bottles or appointment slips?
- What language do you speak at home? Do you ever feel that you have difficulty communicating everything you want to say to the doctor or staff?

# 內功心法

- 不要一心多用
- 不要自以為是
- 開放式問題
- 順其自然
- 不知為不知
- 勿投射己身經驗
- 勿重複嘮叨
- 勿執著細節
- 傾聽
- 簡明扼要

對人保持興趣、  
永遠準備大開眼界！

# Challenges

- It would take too much time to do all that
- But we already do that
- What about patients who don't want to be involved

**TALKING WITH YOUR DOCTOR**  
[ TIPS FOR SENIORS ]

You only have **18 seconds** - that's the average time a doctor waits before interrupting a patient.

As a patient, it is important you are able to **obtain, communicate, process, and understand** basic health information.

**TIPS**

Be prepared for your visit:

- ✓ Make a list of concerns in order of their importance to you.
- ✓ Write down all your medications, vitamins, and supplements.
- ✓ Note all health and life changes since your last visit.

Use these tips, and learn more about talking with your doctor at [www.nia.nih.gov/doc-patient-communication](http://www.nia.nih.gov/doc-patient-communication).

NIH National Institute on Aging

# Thanks for your attentions!



Unconscious incompetence



Conscious incompetence



Conscious competence



Unconscious competence