



PATIENT INTERVIEW

In most cases, interviewing is not a simple process, since the quality of answers (information) is not always accurate. For instance, pharmacist is asking a patient who is taking Coumadin:

- Pharmacist: Are you taking drugs?
- Patient: No (The patient is taking aspirin for arthritis)

The patient misunderstands the word "**DRUG**", either he thinks that aspirin is not a drug or he interpreted the word "drug" as illegal drug. Therefore, how to improve the process of interviewing?



COMPONENTS OF AN EFFECTIVE INTERVIEW

Interviewing is analogous to learning to drive a car:



Learn basic skills → becomes automatic → Accident
Safety ← Correct skills ← Analyze that

SKILLS IN EFFECTIVE INTERVIEWING

1. LISTENING

- People are better senders of information than receivers of information
- Need to concentrate much harder on listening.

Recommendations in this regard

1. Stop talking
2. Remove distractions
3. Good eye contact
4. React to ideas (not the person)
5. Listen to how something is said (tone, voice, rate....)
6. Read non-verbal messages
7. Provide feedback to clarify messages



2. PROBING

- Asking questions in a sincere way to obtain needed information from the patient or help to clarify their problem.
- Phrasing of the question is important to avoid putting the patient on the defensive. (Avoid: "Why" type questions, use "What or how")
- Timing of the question several successive questions → feel interrogated → Raise level of defensiveness
- If necessary, prepare the patient before asking several questions by using a warning:
- Avoid leading questions:
- For effective interview: you should understand the difference between [CLOSED-ENDED and OPEN-ENDED questions].

Close-ended Questions:

- Answered by YES or NO
- harder to formulate
- neither limits the patient's response nor induces defensiveness
- Called Patient-centered question
- Get factual information
- Used for less fluent patients.
- make patient avoid specific subjects and emotional expressions.
- make the patient more passive (you talk more)
- reduce degree of openness
- Easy to answer
- Pharmacist-centered questions
- Put constraint on response

Open-ended Questions

- Greater freedom of response.
- Interaction is under control of pharmacist.
- Efficient use of time.
- More influential role for the patient.
- Favored when patient's emotions are key concern.
- More time
- Reduce patient involvement
- More listening
- Irritate patient
- More irrelevant information.

USE OF SILENCE

Patient need time to think or react to question.

- If pause is because patient did not understand the question, repeat the question (rephrase). -Do not fill empty spaces with unnecessary talk. Allow patient to relax.

4. ESTABLISHING RAPPORT

Built on:

- Mutual consideration and respect
- Achieve by using sincere, friendly greeting, by being courteous during discussion and



not by stereotyping or prejudging the patient.

INTERVIEWING AS A PROCESS

Successful interview depends on many factors:

1. Type of Information

-Determine the amount and type of information

Interview's Approach

Directed

To find out specific information
(direct the interview to control the process)

Nondirected

The outcome is unknown or ambiguous.

- free flowing interview
- points of discussion are raised by patient not you.
- - open ended questions are used more.

2. Type of Environment

- Privacy should be provided
- As privacy increases, information retained by patient increase (i.e; take medication correctly).
- Privacy allows to ask difficult questions and share honest opinions.
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- 3. Starting the interview
- Start by greeting patient sincerely
- Introduce yourself
- State the purpose of the interview (this establishes rapport).
- Outline what will happen during the interview
- Put patient at ease.
- Mention the time needed, subjects to be covered and final outcome. After starting the interview:

Suggestions for more effective interview:

1. Avoid recommendations during information gathering process.
2. Do not jump to conclusions.
3. Use open-and closed-end questions.
4. Do not shift from one subject to another.
5. Keep your goals clearly in mind.
6. Maintain objectivity.
7. Use communication skills (probing, listening, feedback).



8. Watch nonverbal messages.
9. Remove patient defensiveness by moving from general to more specific.
10. Brief note-taking (avoid suspicion).

4. Ending the Interview

- Sometimes more difficult than starting. People remember what was said last.
- To end interview you may need short summary.

Shape and structure

- Patient needs to know why questions are being asked. (Patient feel as an active participant).
- Prepare the patient for the process of questioning

Question Structure

1. logical sequence of questions.
2. Random sequence: confuse both patient and patient.

Type of questions sequences:

1. **Tunnel sequence:** series of closed questions.
2. **Funnel sequence:** starts with open then focus on specific things with closed questions.
3. **Inverted funnel (or pyramid) sequence:** start with closed and move to open questions.

