

Podcast on the Art of the Patient Conversation: Healthcare Provider Perspectives to Improve Outcomes in Multiple Sclerosis

Cortnee Roman, MSN, Denise Bruen, MSN

Four strategies that can facilitate improved patient-provider communication¹

1 Patient-centric language

Making written and oral information easier to understand^{1,2}

Benefit: Prevents the patient from feeling intimidated or excluded, allows them to actively participate in the discussion, and eliminates confusion or misunderstanding

Reduce medical jargon



Example

Instead of **chronic**, you could say **occurring over a long time**

2 Teach-back

Asking patients to **repeat in their own words** what they understand and/or need to know or do, in a non-shaming way¹

Benefit: Tests how well the HCP has explained a concept and provides an opportunity to re-teach the information as needed

Example

"I want to check how well I explained the signs and symptoms of MS. Could you tell me, in your own words, what symptoms to look out for?"



3 Open-ended questions

Elicit a thoughtful response from the patient¹

Benefit: May bring additional details about the patient and/or their understanding to light, and allows the HCP to ask more focused follow-up questions to gather specific details

Example

"What MS symptoms do you experience on a daily basis?"



4 Active listening and paraphrasing

Demonstrate listening, state what has been heard, and **show understanding** without implying agreement or evaluating¹

Benefit: Offers an opportunity for the patient to be sure their HCP correctly understands them, providing confidence that their message has been heard

Example

"I'm hearing that one of the most bothersome symptoms for you currently is nerve pain in your legs. Is that correct?"



Comprehensive patient conversations and optimized patient interactions build a trustworthy foundation for shared decision-making to **improve health literacy and outcomes** in patients with MS^{1,3}

References: 1. Roman C, et al. Presented at: Consortium of MS Centers (CMSC) Annual Meeting; October 25–28, 2021; Orlando, FL and Virtual. 2. National Institutes of Health. Accessed July 26, 2022. <https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication>; 3. Col NF, et al. BMC Med Inform Decis Mak. 2018;38:267.

Abbreviations: HCP healthcare provider, MS multiple sclerosis



PEER-REVIEWED
FEATURE

This is a summary of a podcast article published in *Neurology and Therapy*, 2022. doi:10.1007/s40120-023-00446-z

This infographic represents the opinions of the authors. For a full list of declarations, including funding and author disclosure statements, please see the full text online. © The authors, CC-BY-NC 2022. Prepared by Envision Pharma Group. Infographic was funded by Novartis. The original authors of the manuscript reviewed this infographic.