

Education Element (E²)

Tips for patient-centered communication

- **Scenario:** You are an intern navigating a hectic day on your inpatient team when you find out that a patient's family is angry regarding communication. A third-year medical student is following this patient and offers to go speak with family as you still have many tasks to complete. How might you balance patient care in this situation and how can your actions influence others?
- **Perspectives from the literature:**
 - Patient communication is one of the vital pillars of medicine and good communication results in enhanced inter-professional collaboration along with better patient safety
 - Strive to prioritize good communication with patients and their families by delegating additional tasks to other team members
 - Remember that you are an important role model for students and can teach by example through your actions
 - Medical students credit residents more often than their attending for influencing their decision to pursue a specialty and the way in which they practice medicine in the future.

Wild, Dorothea, et al. "Teaching Residents to Put Patients First: Creation and Evaluation of a Comprehensive Curriculum in Patient-Centered Communication." *BMC Medical Education*, vol. 18, no. 1, 2018, pp. 1–9, <https://doi.org/10.1186/s12909-018-1371-3>.

<https://mcw.on.worldcat.org/oclc/7935819128>