

SMALL GROUP SESSION 20A

February 3rd or February 5th

Hospital Interview (Complete Medical History)

Suggested Readings: Review section on obtaining a substance use history in “Helping Patients who Drink Too Much.” (Review Step 1 and Step 2)

Either The “slide show” version, available at:
http://pubs.niaaa.nih.gov/publications/practitioner/CliniciansGuide2005/Guide_Slideshow.htm

OR The “text” version, available at:
http://pubs.niaaa.nih.gov/publications/Practitioner/CliniciansGuide2005/clinicians_guide.htm

Coulehan and Block, The Medical Interview, Chapter 5

Prepare by: Dressing professionally

Reviewing the content and process evaluation forms.
Select an interviewing technique you will seek to practice this week.

Brief Outline:

Section 1	Touch base (20 minutes)
Section 2	Hospital interviews (90 minutes)
Section 3	Presentation of interviews (60 minutes)
Section 4	Evaluate session (10 minutes)

Objectives for Session 20A

By the end of this session, students will be able to:

- Practice taking a complete medical history (history of present illness (HPI), past medical history (PMHx), social history including a diet/medication history, substance use history and sexual history, if pertinent; and also review of systems).
- Establish rapport with a patient, understand how he or she is coping with illness and how the illness is affecting the patient and family
- Practice specific interviewing skills and observe how a patient responds to them
- Evaluate an interview done by a fellow student and give constructive feedback.

Section 1: Touch base (20 minutes)

This is your fifth hospital interview. You will interview the patient(s) in pairs, then return to discuss your experience. Just like your last interview, practice taking a complete interview and this time, try to elicit how the patient is coping with his/her illness.

Logistics:

1. Each group will **divide into three pairs of students**. Each student of the pair will interview one patient while the other watches and evaluates the interview. If there are not enough patients, two of you will team-interview one patient and take turns evaluating each other. **Mentors** should also observe interviews.
2. If possible, **choose your partner the week before** so you are ready to go this week.
3. **Look over the process and content interview evaluation form in advance**. Decide what you will try to work on today. **Bring the process form** to evaluate your partner's interview.
4. The POM-1 office will send you the **ward assignment and contact person** to find your patients for today – both by e-mail and on the web site.
5. Try to **limit the interview to 40 minutes** (60 minutes if you are both interviewing one person). Complete your evaluation of your partner's interview while he/she is interviewing.
6. **Complete the process interview evaluation form** for your student partner and give him or her feedback.
7. Select a research question and write up the hospital interview for next week.

Section 3: Presentation of interviews (60 minutes)

1. **Meet as a group** at a preset time to discuss your interviews. Discuss what you learned. What did you learn about interviewing? What seemed to work well? What were your biggest problems? What did you learn about yourself?
2. Each student should now **give a brief case presentation about the patient you interviewed**, using the 'case presentation' format
This should be a concise summary including the patient's view of their illness, and of how the illness has affected him or her.

You will write up these presentations to hand in next week.

You will receive feedback on:

- Chief Complaint
 - History of Present Illness: accuracy, organization and clarity
 - description of characteristics of symptoms or pain, including
 - quality
 - location and radiation
 - duration and timing
 - severity
 - setting and modifying factors
 - associated symptoms
 - clear, concise presentation, usually in temporal sequence
 - Psychosocial context (the patient's story):
 - patient's reactions to illness
 - effects of illness on patient's life
 - effects on patient's family
 - patient's coping strategies
3. Feedback from fellow student who observed interview using the process and content form as a guide.
 4. Case discussion
One of the patients interviewed by the students should be used for this exercise. The student that interviewed the patient can lead the discussion, but fellow students should contribute to the discussion and answer some of the questions.
 - a. Interviewing
Were you able to incorporate the following aspects of the interview?
 - Opening
 - Attention to patient's comfort and privacy while minimizing distractions.
 - Content of interview (chief complaint, history of patient's illness, the effect of the illness on the patient)
 - Body language and non-verbal communication

- Feelings (emotional content or overlay of the interview; establishment of rapport between the interviewer and patient).
 - Closing (summarize content, allow for patient question and/or comment, thank patient).
- b. Discuss the patient you interviewed.
- What challenges – medical and social – are they facing now or will they face upon discharge?
 - How are they coping?
 - What may be their experience of their illness and hospitalization?
 - Do you know what their diagnosis and prognosis is?

Section 4: Evaluate Session (10 minutes)

How did this session work for everyone?

Practice of Medicine-1 Process Interview Feedback Form

Interviewer's Name _____

Evaluators' Name _____ **Date** _____

SKILLS	DONE WELL	OK, COULD BE BETTER	NOT DONE OR DONE POORLY	NOT APPLICABLE
1. Introduces self and explains purpose of interview.	3	2	1	N/A
2. Attends to the patient's comfort and privacy.	3	2	1	N/A
3. Allows patient to describe the illness/chief complaint.	3	2	1	N/A
4. Uses the following techniques effectively (Note: you don't have to use them all!)				
Open-ended questions	3	2	1	N/A
Reflection/Repetition	3	2	1	N/A
Clarification	3	2	1	N/A
Silence	3	2	1	N/A
Facilitators (nods, uh-huh, etc...)	3	2	1	N/A
Summation	3	2	1	N/A
OVERALL USE OF INTERVIEWING TECHNIQUES	3	2	1	N/A
5. Balances listening with structure.	3	2	1	N/A
6. Follows up on cues and vague statements.	3	2	1	N/A
7. Attends to patient's nonverbal cues.	3	2	1	N/A
8. Responds empathetically and supportively.	3	2	1	N/A
9. Closes interview appropriately.	3	2	1	N/A
COMMENTS:				

**Practice of Medicine-1
Content Interview Evaluation Form**

CONTENT INTERVIEWING SKILLS	DONE WELL	OK, COULD BE BETTER	NOT DONE OR DONE POORLY	NOT APPLICABLE
Defines chief complaint*				
Identifies reason for patient presenting now*				
Obtains history of present illness*				
Nature of symptom (quality)				
Severity				
Location (and radiation)				
Timing and duration				
Precipitating/aggravating factors				
Alleviating factors				
Context				
Obtains patient's perspective about illness*				
How it affects them and family				
What patient thinks is cause				
Determines other active problems/issues*				
Past Medical History				
Major illnesses*				
Hospitalizations*				
Surgeries*				
Accidents/Injuries				
Medications* (including OTC, herbal, vitamins and supplement)				
Complementary & alternative practitioners				
Allergies*				
Immunizations*				
Transfusions				
Gynecologic and obstetric history (LMP/birth control method)*				
Family History				
Patient Profile				
Demographic				
Occupational/Educational history				
Travel				
The usual day				
Health Habits/Lifestyle				
Diet				
Exercise				
Tobacco				
Alcohol				
Drugs				
Relationships				
Sexual history				
Spirituality				
Review of Systems				

* These items should be obtained (either from patient or review of chart), at each interview