Calgary Communication Model
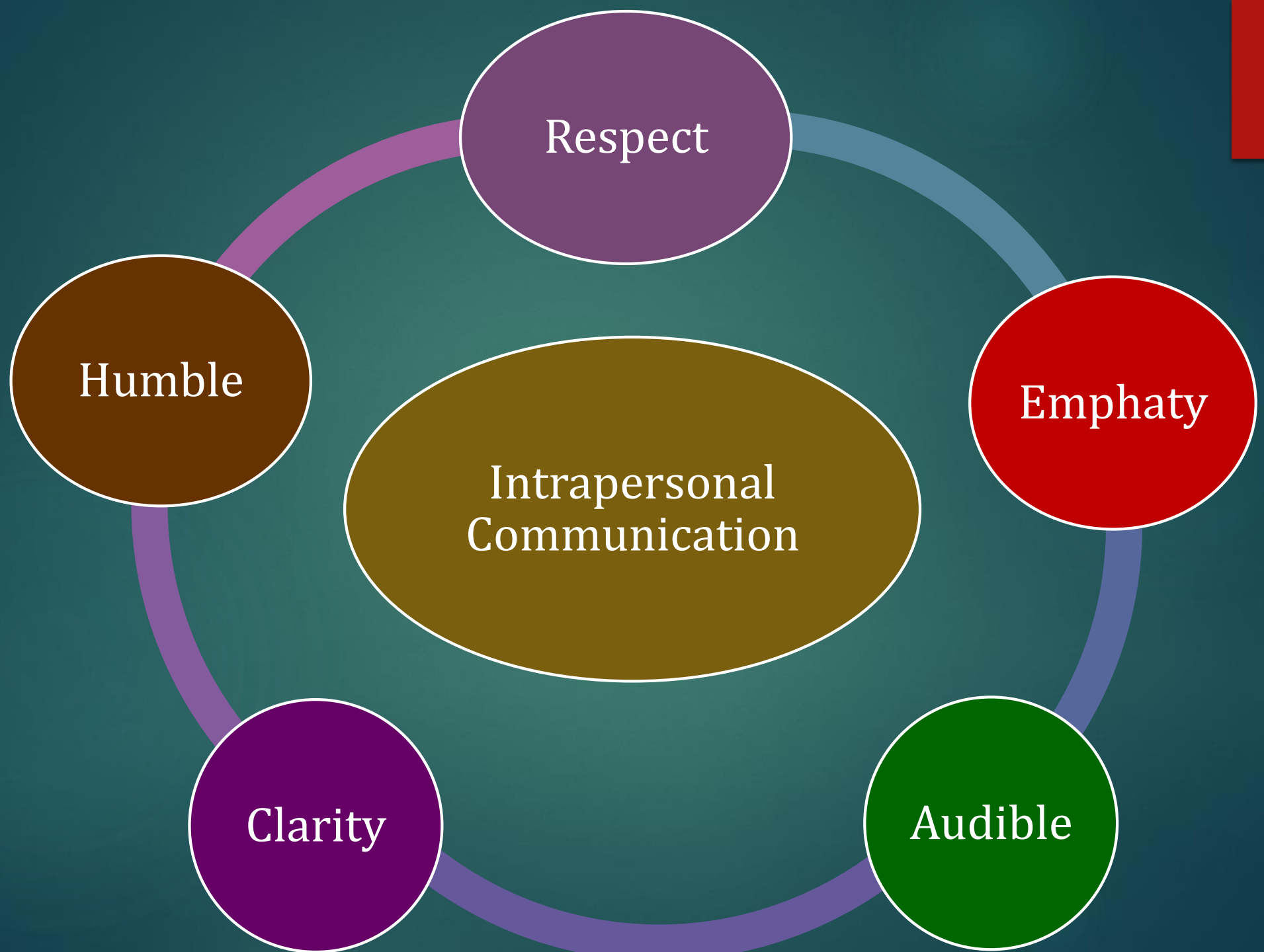
FEBRI ENDRA BUDI SETYAWAN

Calgary Communication

- Effective communication model → Holistic diagnosis
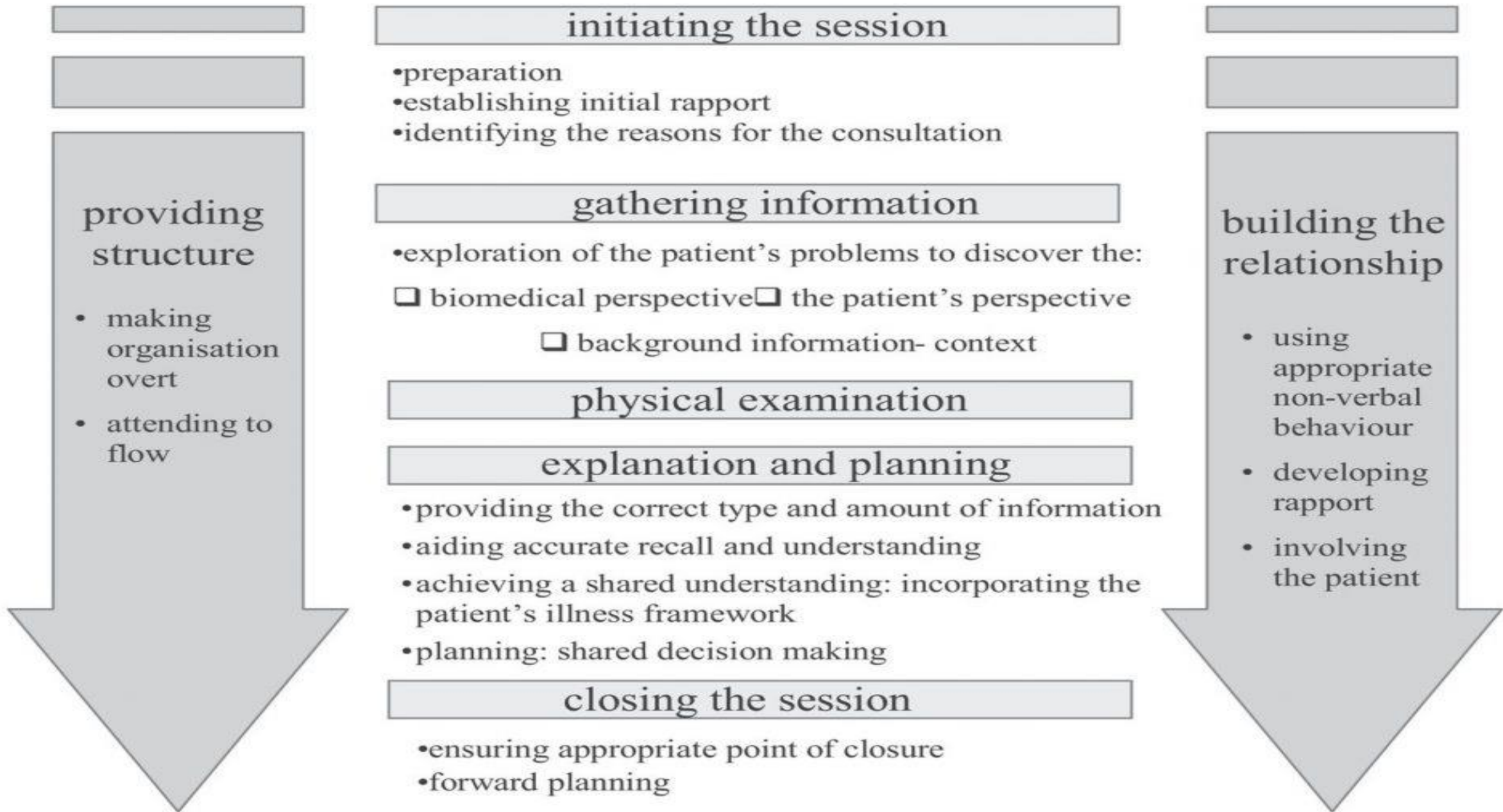- One of changing behavior → Comprehensive Management

Respect

Humble

Intrapersonal
Communication

Emphaty

Clarity

Audible

CCM is a system

- **Input :**
  - ❖ **Providing structure**
- **Process :**
  - ❖ **Begin the interview (initiating the session).**
  - ❖ **Gathering information.**
  - ❖ **Explanation and planning.**
  - ❖ **Close the interview (closing the session).**
- **Output:**
  - ❖ **Building the Relationship**
- **Outcome:**
  - ❖ **Comprehensive treatment**

initiating the session

- preparation
- establishing initial rapport
- identifying the reasons for the consultation

gathering information

- exploration of the patient's problems to discover the:
  - ❑ biomedical perspective ❑ the patient's perspective
  - ❑ background information- context

physical examination

explanation and planning

- providing the correct type and amount of information
- aiding accurate recall and understanding
- achieving a shared understanding: incorporating the patient's illness framework
- planning: shared decision making

closing the session

- ensuring appropriate point of closure
- forward planning

providing structure

- making organisation overt
- attending to flow

building the relationship

- using appropriate non-verbal behaviour
- developing rapport
- involving the patient

1. Begin the interview (initiating the session)

➤ Prepare a supportive environment.

➤ Build awareness related to the emotional status of patients.

➤ Identify completely all the problems that make patients come to the doctor.

➤ Make an agreement to the consultation plan.

➤ Get patients involved in collaborative processes.

2. Gathering information

➢ Obtain complete and accurate biophysical data.

➢ Exploitation and understand the patient's perspective.

➢ Arrange interviews with patients so that it supports the diagnostic reasoning process.

➢ Involve patient participation in an interactive process.

3. Explanation and planning

➤ Providing precise and comprehensive information, attention to the needs of each patient.

➤ Providing explanation relating to the patient's perspective of health problems that occur.

➤ Discover the feelings and thoughts of the patient in connection with the information provided.
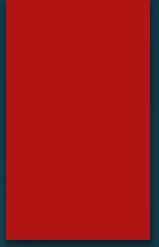
➢ Encourage mutual relations.

➢ Make patients understand about the decision making process related to the health problems they face.

➢ Involving the patient in making decisions up to the bond desired by the patient.

➢ Increase patient commitment to agreed plans.

4. Close the interview (closing the session)

➢ Confirm treatment plan.

➢ Clarification of the next steps that will be taken by doctors and patients.

➢ Establish a plan to be taken, especially if there is an emergency situation.

➢ Maximizing patient compliance.

➢ Use of efficient consultation time.

➢ Keeping patients feel part of the collaborative process

➢ Building a good doctor-patient relationship for the future

Benefits

1. Increase patient confidence in doctors -> the basis of a good doctor-patient relationship

2. Improve the success of therapeutic diagnoses and medical actions.

3. Increase patient satisfaction in receiving medical services from doctors.

4. Increase the confidence and rigidity of terminal patients in dealing with their ailments.

5. Guiding patients -> true understanding of health problems.

6. Help provide choices in efforts to resolve patient health problems.

7. Assist with the patient's care plan (patient interests, patient abilities including financial capabilities).

Thank You