

Title:

The influence of attitudes, beliefs, and confidence on patient-provider communications: learnings from behavioral studies

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Objectives:

To demonstrate, using evidence from multiple therapeutic areas, how behavioral and social sciences research methodologies can be used to assess and determine the influence of healthcare providers' implicit emotions and attitudes in the clinical reasoning processes, and how these variables can impact the patient-provider dialogue and engagement.

Key Points:

The lack of knowledge of optimal patient-centric strategies and/or the skills to apply is often assumed to be the causes for non-productive patient-provider communications and poor patient engagement. Behavioural studies can provide valuable direction and clarity regarding the etiology of ineffective patient-provider communications, in order to develop useful and respectful interventions to address those causes.