



## Communicating with Impact: A RD Psychologist Perspective

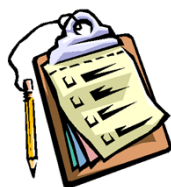
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## How do you prepare for a patient?

- Background History
- Reason for the referral
- Consult with referral source
- Prepare education handouts



## Throwing out the Agenda!



## Forming Relationships

- Factors that predict client outcomes:
  - 40% Client Traits/Outside Factors
  - 30% Therapeutic relationship
  - 15% Expectancy (Belief in change)
  - 15% Techniques/Orientation



- Lambert, M., & Barley, D. (2001). Research summary on the therapeutic relationship and psychotherapy outcome. *Psychotherapy*, 38(4), 357-361.

## Hill's Exploration, Insight, and Action Model of Helping Relationships

- 3 Stages:
  - Exploration
    - Open Ended Questions, Restatements, Reflection of Feelings.
  - Insight
    - Challenges, Self-Disclosure, Interpretation, Immediacy
  - Action
    - Giving Information, Feedback About the Patient, Process Advise ment, Direct Guidance, Disclosure of Strategies.



## Hill's Exploration, Insight, and Action Model of Helping Relationships

- **EXPLORATION**
  - Open Ended Questions
    - These questions do not request specific information and do not purposely limit the nature of the response to a yes or no.
  - Restatements
    - Repeating or paraphrasing
  - Reflection of Feelings
    - A statement that explicitly labels the patient's feelings.



## Time to Practice!!!



- **Patient:** *I can't believe my labs are still bad. I really tried to eat better and cut back on the sodas. I'm just cursed.*
- **Dietitian:** \_\_\_\_ (reflection of feelings)\_\_\_\_\_
- *"It sounds like you're feeling frustrated with trying to improve your labs. You've made some changes already but aren't seeing any results"*

## Hill's Exploration, Insight, and Action Model of Helping Relationships



### • **INSIGHT**

- **Challenges**
  - Point out maladaptive beliefs/thoughts, discrepancies, or contradictions of which the patient is unaware or unwilling to change.
- **Self-Disclosure**
  - Disclose your own experiences to help patients attain realizations of which they are not aware of and enables them to hear things in a less threatening way.
- **Interpretation**
  - Goes beyond what a patient has overtly stated or recognized and present a new meaning, reason, or explanation for thoughts, feelings, or behaviors.
- **Immediacy**
  - This occurs when you disclose how you are feeling about a patient or about the relationship

## Time to Practice!!!



- **Patient:** *I have six kids at home to take care of, my husband is always working, we have barely any money to buy healthy food, and we just eat what is fast, easy, and cheap. I also just found out I have to have surgery for my throat and have to go back to my doctor to do all of these tests.*
- **Dietitian:** \_\_\_\_ (immediacy)\_\_\_\_\_
- *Wow, I'm feeling overwhelmed and exhausted just hearing everything you just said. I'm wondering if a lot of times that's how you feel?*

## Hill's Exploration, Insight, and Action Model of Helping Relationships

### • **ACTION**

- **Giving Information**
  - Providing specific data, facts, resources, answers to questions, or opinions to patients.
- **Feedback About the Patient**
  - Providing information about the patient's behaviors.
- **Process Advisement**
  - Direct patients to do things within the session.
- **Direct Guidance**
  - Making suggestions, giving directives, or providing advice.
- **Disclosure of Strategies**
  - Disclose strategies that you personally or other patients have tried in the past.



## Communicating with Providers



- **Developing Provider Relationships**
  - First Impressions are Key. Take the time to get to know your doctors.
- **Working with Providers**
  - Let them know how you can help them, what you offer as a RD, and how you can lighten their load.
  - Make yourself available
  - After seeing a patient follow-up with the provider, let them know how it went or offer suggestions
  - Ask questions
- **Teaching Providers Communication**
  - How to bridge the gap between doctor, patient, and dietitian.

## References

- Hill, C.E. (2004). *Helping Skills: Facilitating exploration, insight, and action.* (2nd ed.) American Psychological Association: Washington, DC.
- Lambert, M.J., and Barley, D.E. Research summary on the therapeutic and relationship and psychotherapy outcome. *Psychotherapy.* 38(4) 357-361.
- Martin, D.G., *Counseling and Therapy Skills* (2000). Waveland Press, Inc. Long Grove, IL.