THE BASIC FRAMEWORK

Providing Structure

Initiating the Session

Gathering information

Physical Examination

Explanation and planning

Closing the Session

Building the relationship
THE EXPANDED FRAMEWORK

Initiating the Session
- preparation
- establishing initial rapport
- identifying the reason(s) 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
- providing the correct amount and type 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
AN EXAMPLE OF THE INTER-RELATIONSHIP BETWEEN CONTENT AND PROCESS

Gathering Information

Process Skills for Exploration of the Patient’s Problems
- patient’s narrative
- question style: open to closed cone
- attentive listening
- facilitative response
- picking up cues
- clarification
- time-framing
- internal summary
- appropriate use of language
- additional skills for understanding patient’s perspective

Content to Be Discovered

the bio-medical perspective (disease) | the patient’s perspective (illness)
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sequence of events | ideas and beliefs
symptom analysis | concerns
relevant systems review | expectations
effects on life | feelings

background information - context
- past medical history
- drug and allergy history
- family history
- personal and social history
- review of systems