

Doctor-Patient communication

How can it be improved?

Challenges in doctor-patient
communication

ESMO Vienna 2012

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Doctor-Patient-Communication

Brustkrebs Deutschland e.V.

Doctor-Patient communication

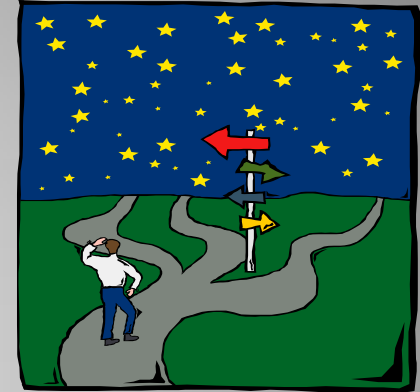
How can it be improved?

1. Challenges in Doctor-patient communication
1. Who can improve Doctor-patient communication?

1. Challenges in doctor-patient-communication

- Increasing number of cancer patients
- Individual expectations → shared decision making
- Patient empowerment → brochures, internet, patient organizations
- Oral cancer therapy → Adherence/Compliance

Cancer in Europe 2006



Every hour

217

Every day

5 214

Every year

2 000 000

Future?

Within 25 Years worldwide increase

40 to 50 %

Europe

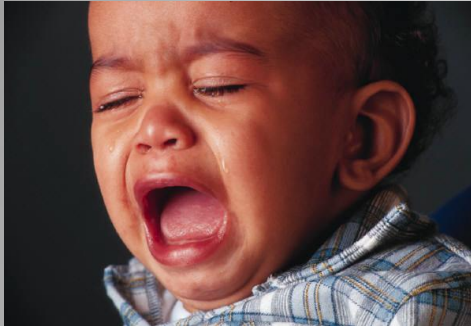
one in three

(European Cancer Patient Coalition)

The Dialogue between patient and doctor

There is no „one serves all“

DORIS C. SCHMITT RADOLFZELL



Patients are more satisfied when they are involved in the decision making process

	Not at all involved (A)	Aware but doctor made all decisions (B)	Some involvement (C)	High level of involvement (D)	Fully involved (E)
	(n=231)	(n=124)	(n=80)	(n=60)	(n=47)
Very dissatisfied / Dissatisfied	11%	2%	4%	6%	10%
Neither satisfied nor dissatisfied	40%	21%	10%	6%	4%
Satisfied /Very satisfied	49%	77%	86%	88%	86%

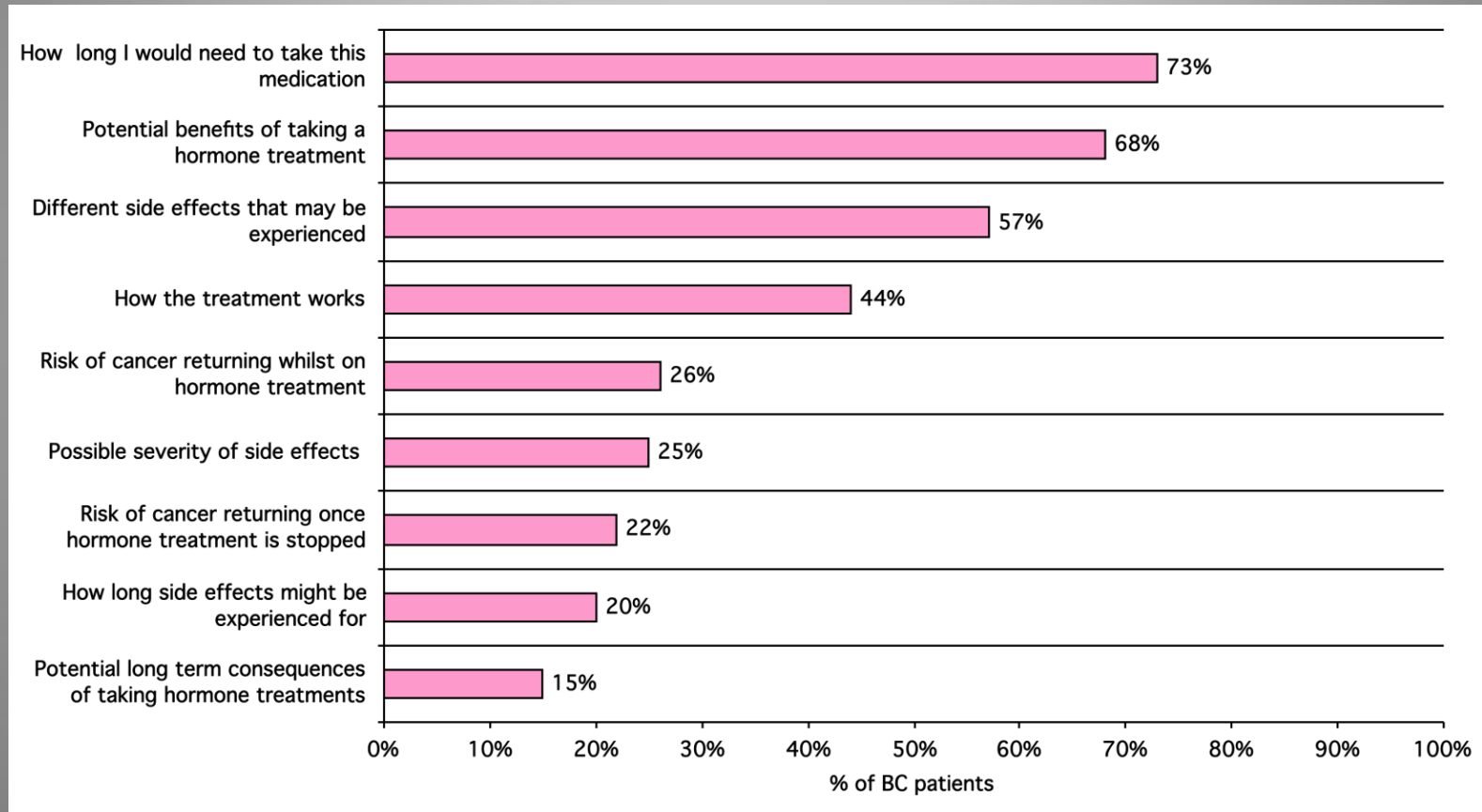
Shared Decision Making and Informed Consent

GAEA-Initiative 2006

- 51- 60 years of age 56 %
 - 61 – 70 71 %
 - 71 + 80 %
- (very little involvement into decision making)

Younger patients and women with a higher degree of education who also had access to the internet felt more involved into decision making and were informed more often about side effects and risk of recurrence by their doctors.

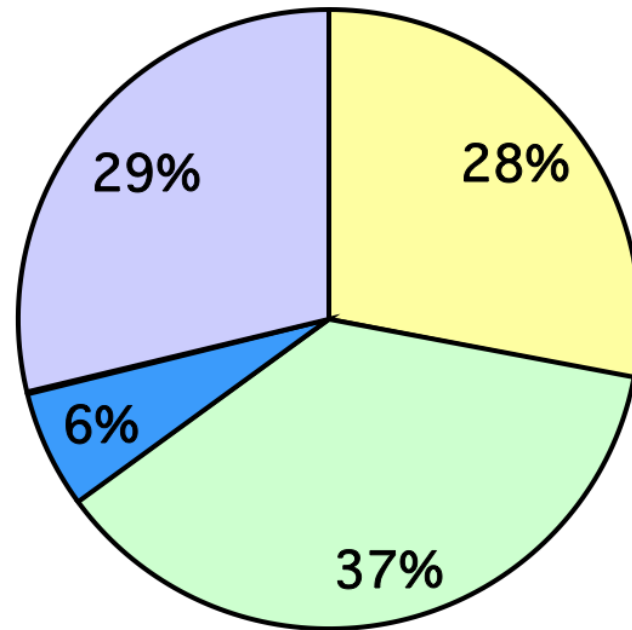
How well are patients being informed by doctors?



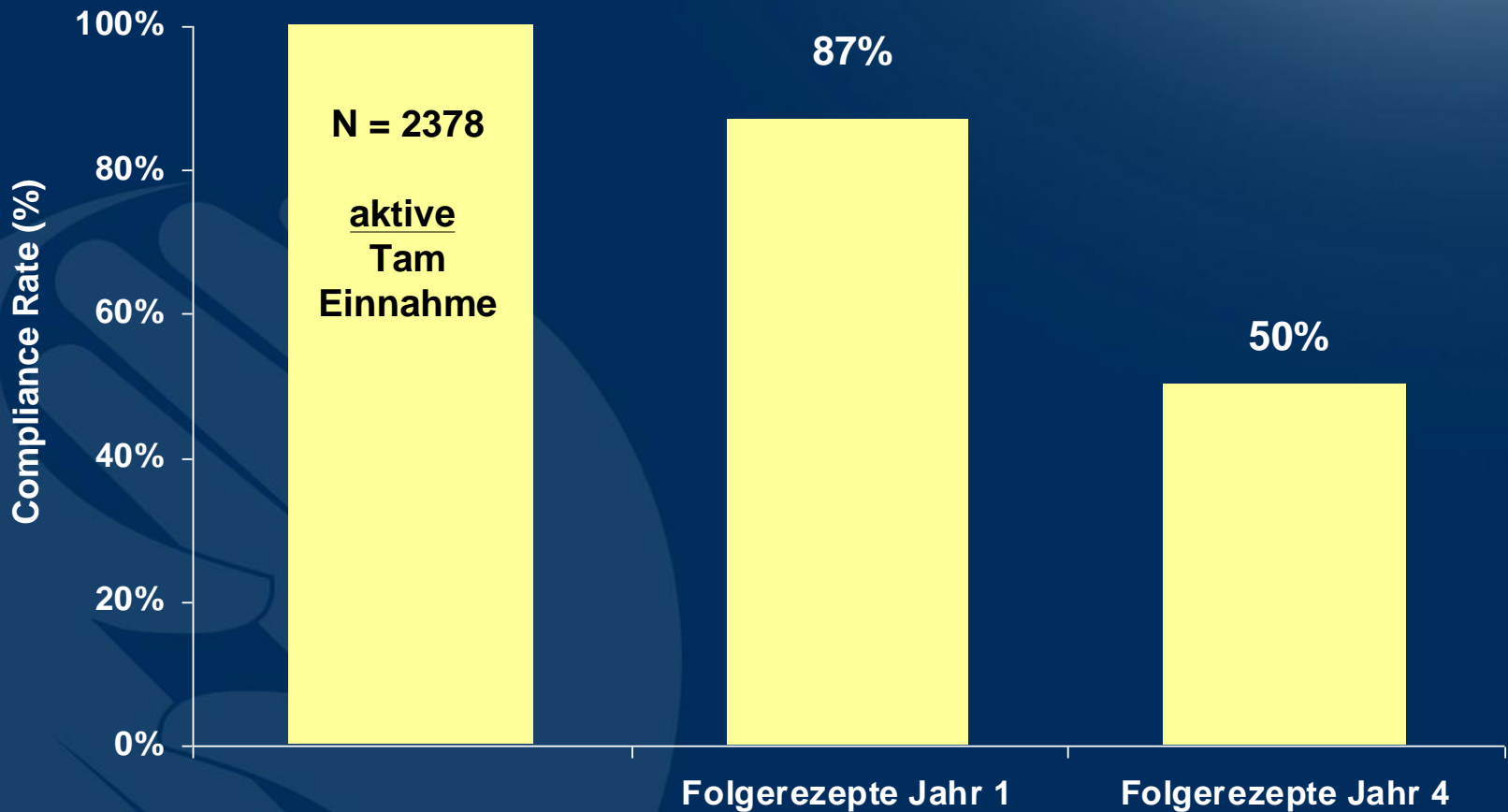
GAEA Initiative 2006: information about endocrine treatment breast cancer patients remember being given by doctors at the start of treatment

How high is my risk of recurrence?

GAEA Initiative 2006



Adjuvante Tamoxifen-Therapie bei primärem Mammakarzinom



Who can improve Doctor-Patient communication?

- Physicians
- Patients
- Patient Organizations
- Clinical Trial Organisation
- *Health System*

Doctor-patient Communication- how can it be improved?

Adequate information for patients in
regards to:

- disease
- benefits and risks
- specific treatment options
- clinical studies
- side effects

Patient-Doctor-Communication – how can it be improved?

Patients have to prepare for doctor's visit!

- ✓ Write down questions
- ✓ Discuss side effects
- ✓ Ask for alternative therapy options
- ✓ Take notes during conversation
- ✓ Mention problems with taking medication
- ✓ Find and read information in booklets, brochures, Internet Websites (Cancer Associations, Patient Organizations)
- ✓ Get a second opinion if necessary

Goldstandard - Patient-Doctor Dialogue

➤ Get Information

➤ Ask question



➤ Take notes



What can cancer patients do in the future?

- Take responsibility for own cancer therapy and aftercare
- Get as much information about own diagnosis and cancer treatment
- Be self confident when talking to doctors
- Ask questions when necessary
- Get support from cancer patient organisations
- Support cancer patient initiatives and organisations
- Find the right cancer center with greatest experience
- In case of doubt get a second opinion
- Get information about clinical trials

How can patient organizations support patient-doctor communication?

- Provide information about therapy options
- Advance your own communication skills
- Collect patient experiences with doctor-patient conversation
- Discuss with your groups how to talk and argue with doctors in certain situations
- Practice real life situations in your advocacy groups
- Invite physicians to your meetings

How can patient organizations offer information about patient-doctor communication?

Presentation of effective communication

- Interactive website
- Brochures
- Newsletter
- Workshops and Seminars
- Cancer Conferences

(i.e. www.brustkrebsdeutschland.de)

Patients recruitment in clinical trials

- Patient information must be transferred comprehensible.
- Doctor-patient dialog must be emphatic and without being pressed for time.
- Misinterpretation should be taken into consideration.
- Shared decision making improves patients' satisfaction.

What must be done to improve Good Clinical Practice and enhance communications to patients

Organizers of clinical trials have an important role to play to enhance patient friendly communications on study design and advantage for patients.

A wish list from the patients representative perspective:

- provide information about clinical trials and innovative therapies that physicians can share with patients
- communication of patient information and clinical trials must be easy to understand
- integrate well trained patients representatives into advisory boards and steering committees of clinical trials
- offer presentations of innovative treatment to doctors and advocacy groups during patient information days
- offer communications training for doctors and study nurses in clinical trials

Patient representatives as advisors in clinical trials?

Yes, we can!

- We are experts of our own disease
- We have contact to other patients
- We can communicate and translate complex clinical study information
- We can support other patients in terms of compliance



First Expert-Advocate-Roundtable online from San Antonio Breast Cancer Symposium

