

Interviewing and Assessment

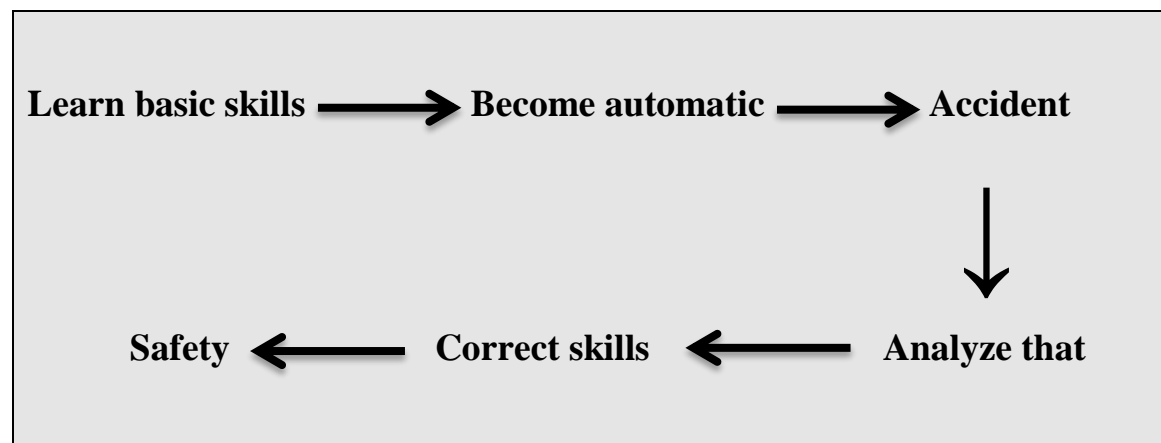
Interview:

It is an important component in the disease management process as pharmacists obtain information for therapeutic decision making, such as asking whether a patient is allergic to penicillin (simple requests), determine whether a patient is taking medication properly (complex one).

Effective interviewing: also allows pharmacists to evaluate patient adherence to medication regimens by asking appropriate questions. It is a complex process in need of more attention, because the quality of the information received is not always optimal.

Components of an effective interview:

Interview is analogous to learning to drive a car:



Skills in effective interviewing:

1. Listening:

- People are better senders of information than receivers of information.
- Need to concentrate much harder on listening.

Listening techniques for the interview process:

1. Stop talking.
2. Remove distractions.
3. Good eye contact.
4. React to ideas (not to person).
5. Listen to how something is said (tone, voice, rate...).
6. Read non-verbal messages
7. Provide feedback to clarify messages.

2. Probing:

It is the use of questions to elicit needed information from patients or to help clarify their problems or concerns.

The rules that the pharmacists should follow included:

- a) Phrasing of the question is important to avoid putting patient on the defensive (avoid word "why" types questions, use "what or how")
example "what causes you to miss doses of medication?" instead of "why do you miss doses of medication?"
- b) Time of questions is also important; several successful questions may leave the patient with a sense of being interrogated and therefore may raise the level of defensiveness.
- c) The patient should be allowed to finish answering the current question before proceeding to the next one.
- d) Avoid leading questions.
- e) For effective interviewing: you should understand the difference between [closed-ended and open-ended question].

Closed-ended questions	Open-ended questions
<ul style="list-style-type: none"> • Answered by Yes or No. • Harder to formulated. • Neither limits the patient response nor induces defensiveness • Get factual information. • Used for less fluent patients. • Make patient avoid specific subjects and emotional expressions. • Make patient more passive (you talk more). • Reduce degree of openness. • Easy of answer. • Pharmacist-centered questions. • Put constraint on response. 	<ul style="list-style-type: none"> • Greater freedom of response. • Interaction is under control of pharmacist. • Efficient use of time. • More leading role for the patient. • Favored when patients emotions are key concerned. • More time. • More listening. • Irritate patient. • More irrelevant.

You may find a combination of open-ended and closed-ended questions most efficient for you in your practice. Patient encounters may be initiated with an open-ended question, followed by more directed, closed-ended questions.

Note: experience has found that open-ended questions are more effective in assessing patient understanding.

Some questions you ask patients may be particularly sensitive like alcohol use, or use of recreational drug may be difficult to ask, and also assessment of effects (including side effects) of medications that relate to sexual functional or sexually transmitted disease may require a diplomatic approach. There are number of techniques solve this problem:

- Before ask a question, let the patient know that the behavior or problems you are asking about are common. These lead to this problem is less threatening.
- Whether the situations have ever, at any time, occurred and then ask about the current situation.

3. Use of silence:

Patient required time to think or react to question.

- If pause is because patient did not understand the question, repeat the question (rephrases).
- Do not fill empty spaces with unnecessary talk.
- Allow patient to relax.

4. Establishing rapport:

Built on:

- Mutual consideration and respect.
- Achieve by using sincere, friendly greeting, by being polite during discussion and not by stereotyping or prejudging the patient.

Interviewing as a process:

1. **Type of information:** determine the amount and type of information.

Interview's approach	
Directed	Non-directed
<p>To find out Successful interview depend on many factors: Specific information. (Direct the interview to control the process).</p>	<p>The outcome is unknown or ambiguous.</p> <ul style="list-style-type: none"> • Free flowing interview. • Points of discussion are raised by patient not you. • Open-ended question are used more.

2. **Type of environment:** Privacy should be provided. As privacy increase, information retained by patient increase (i.e.; take medication correctly). Privacy allows asking difficult questions and sharing honest opinions.

3. **Starting the interview:**

- Start by greeting patient sincerely.
- Introduce yourself.
- State the purpose of the interview (this establish rapport).
- Outline what will happen during the interview.
- Put patient at ease.
- Mention the time needed, subjects to be covered and final outcome.

After starting the interview, the following suggestions make more effective interview:

1. Avoid recommendation during information gathering process.
2. Do not jump to conclusion.
3. Use open- and closed-ended questions.
4. Do not shift from one subject to another.
5. Keep your goals clearly in mind.
6. Determine patient's ability to learn specific information in order to guide you in your presentation of the material. Reading ability, language proficiency, and vision or hearing impairments would all influence the techniques you use in interviewing and counseling a patient.
7. Maintain objectivity.
8. Use communication skills (probing, listening, and feedback).
9. Watch non-verbal messages
10. Remove patient defensiveness by moving from general to more specific.
11. Brief note taking (avoid suspicion).

4. **Ending the interview:** sometime more difficult than starting. People remember what was said last. To end interview you may need short summary.

Interview using the telephone:

Many times, you need to collect information from patients by telephone. The following should be considered during this type of interaction:

1. Prepare yourself to smile before you pick up the telephone.
2. If at all possible, answer the telephone within the 1st three or four rings.

3. Identify the pharmacy and yourself, providing both your name and position.
4. Give your full attention to the call.
5. Ask for the caller's name and use the name in the conversation (particularly at the conclusion of the call).
6. If you must place the caller on hold, you must do the following:
 - a) Tell callers why you want to put them on hold.
 - b) Ask if they would mind waiting a brief time, or prefer to call back.
 - c) On returning, say "thank you for waiting".
7. At the conclusion of the call, end it graciously.
8. If possible, allow the caller to hang up first.

The following suggestion may help make these calls more efficient, so before you pick up the receiver:

1. Be sure you have any and all information (prescription, patient, and other relevant information) related to the call readily available.
2. Determine with whom you need to speak in order to achieve your goal for calling.
3. Ask yourself "is this call necessary?"
4. Identify yourself, your position, and the pharmacy 1st. then, if it is not already provided to you, ask for the same information from person who has answered your call.
5. After introducing yourself, state in clear, concise terms the reason for your call.
6. If the nature of your call dictates that it will exceed more than a couple of minutes, ask the person whether they have time to talk with you for a few minutes.
7. Conclude the conversation with a sincere "thank you".

Suggested questions:

- 1- Enumerate Listening techniques for the interview process.**
- 2- What are the rules that the pharmacists should follow?**
- 3- After starting the interview, what are the suggestions to make more effective interview?**
- 4- What are the considerations that should be followed to make an interview by using the telephone?**
- 5- After making an interview by using telephone, what are the suggestions to make more efficient interview?**