

Suggested Fit Reading List

Last updated 8/2/2017

Assessment of Interviewing Skills

Duffy FD, Gordon GH et al. Assessing competence in communication and interpersonal skills: the Kalamazoo II report. *Acad Med.* 2004;79:495-507.

Epstein RM, Hundert EM. Defining and assessing professional competence. *JAMA* 2002;287:226-38.

Breaking Bad News / Communication Skills in End-of-Life Care

Back AL, Arnold RM, Quill TE. Hope for the best, and prepare for the worst. *Ann Intern Med* 2003;138:439-444.

Baile WF, Buckman R, Lenzi R, Glober G, Beale EA, Kudelka AP. SPIKES – A six-step protocol for delivering bad news: application to the patient with cancer. *The Oncologist* 2000;5:302-311.

Buckman, Robert. *How to Break Bad News.* Johns Hopkins Press. 1992.

Quill TE, Arnold RM, Platt F. "I wish things were different": Expressing wishes in response to loss, futility, and unrealistic hopes. *Ann Intern Med* 2001;135:551-555.

Stone, John. "Talking to the Family," in *The Smell of Matches.* Baton Rouge: LSU Press, 1972.

Co-facilitation

AAPP Guidelines and Suggestions for Co-Facilitators. 1992

Co-facilitation assessment (handout 1993)

Jossey-Bass, 1994. O'Leary C. A group leader's dialectic (handout from Feb. 1994) Knowlan A, Patterson D.

Schwarz R. "Working with another co-facilitator," pp. 210-229, in *The Skilled Facilitator: Practical Wisdom for Developing Effective Groups.*

Competencies

Epstein RM, Hundert EM. Defining and assessing professional competence. *JAMA* 2002;287:226-38.

<http://www.abim.org/> – website with in-depth information about competencies and strategies to meet them

Conflict

Crum, Thomas F. 1987. The Magic of Conflict: Turning a life of work into a work of art

Davenport, Noa. 1999. Mobbing: Emotional Abuse in the American Workplace

Domenici, Kathy and Stephen Littlejohn. 2001. Mediation: Empowerment in Conflict Management, Second Edition 2nd edition

Fisher, Roger and William L. Ury. Penguin Books: 2011. Getting to Yes: Negotiating agreement without giving in

Foster Wallace, David. May 21, 2015: Transcription of the 2005 Kenyon Commencement Address

Gerzon, Mark. Harvard Business Review Press: 2006. Leading Through Conflict: How successful leaders transform differences into opportunities

Hargrove, Robert. McGraw-Hill: 1998. Mastering the Art of Creative Collaboration

Patterson, Kerry. 2004. Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior

Patterson, Kerry. 2013 Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition

Rosenberg, Marshall B. 2015. Nonviolent Communication: A Language of Life, 3rd Edition: Life-Changing Tools for Healthy Relationships

Conflict Resolution Skills: Building the skills that can turn conflicts into opportunities.
<http://www.helpguide.org/articles/relationships/conflict-resolution-skills.htm>

Difficult Encounters

Platt FW, Gordon GH. *Field Guide to the Difficult Patient Interview*. 2nd ed. New York: Lippincott Williams and Wilkins, 2004.

QuillTE. Recognizing and adjusting to barriers in doctor-patient communication. *Ann Intern Med* 1989;111:51-7.

Stone, Douglas. 2010. *Difficult Conversations: How to Discuss What Matters Most*

Diversity and Cultural Competency

Carrillo JE, Green AR, Betancourt JR. Cross-cultural primary care: a patient-based approach. *Annals of Internal Medicine*. 1999;130:829-34.

Chou CL, Risdon C, Pearlman RE. Understanding difference and diversity in the medical encounter: communication across cultures. Clark W, Saizow R, Novack D, eds. American Academy on Communication in Healthcare, doc.com: A comprehensive interactive learning resource for health care communication: <http://irtweb.irt.drexel.edu/doc.com>.

Fadiman A. *The Spirit Catches You and You Fall Down: a Hmong child, her American doctors, and the collision of two cultures*. New York: Farrar, Straus and Giroux, 1997.

Galanti G. *Caring for Patients from Different Cultures*. Philadelphia: U. Penn. Press, 1997.

Green AR, Betancourt JR, Carrillo JE. Integrating social factors into cross-cultural medical education. *Academic Medicine* 2002;77:193-197.

Johnson T et al. "Cultural Effects in the Medical Interview", in Lipkin et al, *The Medical Interview: Clinical Care, Education and Research*.

Kleinman A et al. Culture, illness and care: clinical lessons from anthropologic and cross-cultural research. *Ann Intern Med*. 1978;88:251-258.

Mostow C, Crosson J, Gordon S, Chapman S, Gonzalez P, Hardt E, Delgado L, James T, David M. "Treating and Precepting with RESPECT: A Relational Model Addressing Race, Ethnicity, and Culture in Medical Training", *J Gen Intern Med* vol 25(Suppl 2) 2010:146–54,DOI:10.1007/s11606-010-1274-4

Mostow C, Rowe-Gorosh M, Crosson J, White M. (2016) M38, High Performance Teams: Diversity and RESPECT. In Novack D, Clark W, Daetwyler C, Saizow R, eds. *DocCom-an Online Communication Skills Curriculum*. (online) Lexington, KY. American Academy on Communication in Healthcare. Available at www.DocCom.org

Qureshi B. *Transcultural Medicine*. Kluwer, 1994.

Empathy and PEARLS

Charon R. Narrative medicine: a model for empathy, reflection, profession, and trust. *JAMA* 2001;286:1897-1902.

Coulehan JL, Platt FW, Egener B, Frankel R, et al. "Let me see if I have this right...": words that help build empathy. *Ann Intern Med* 2001;135:221-227.

Haidet P. Jazz and the art of medicine: improvisation in the medical encounter. *Annals of Family Medicine*. Winter or spring, 2006.

Spiro H, McCrea C, Peschel E, St. James D. Empathy and the practice of medicine. New Haven, CT: Yale University Press; 1996.

Suchman A, Markakis K, Beckman H, Frankel R. A model of empathic communication in the medical interview. *JAMA* 1997;277:678-80.

Evidence For Link Between Communication and Practitioner / Patient Outcomes

Beckman H, Frankel R. The effect of physician behavior on the collection of data. *Ann Intern Med* 1984; 101:692-6.

Dimatteo MR et al. Physician characteristics influence patient's adherence to medical treatment: results from the Medical Outcomes Study. *Health Psychology* 1993; 12:93-102.

Griffen SJ et al. Effect on health-related outcomes of interventions to alter the interaction between patients and practitioners: a systematic review of trials. *Ann Fam Med* 2004; 2(6):595-608.

Griffith CH et al. Housestaff non-verbal communication skills and standardized patient satisfaction. *J Gen Intern Med* 2003;18:170-174.

Hickson G. et al. Obstetricians' prior malpractice experience and patients' satisfaction with care. *JAMA* 1994;272:1583-87.

Levinson W, Roter DL, Mullooly JP, Dull VT, Frankel RM. Physician-patient communication: the relationship with malpractice claims among primary care physicians and surgeons. *JAMA* 1997;277:553-9.

Ong, LM et al. Doctor-patient communication: a review of the literature. *Soc Sci Med* 1995; 40:903-918.

Roter D et al. Communication patterns of primary care physicians. *JAMA* 1997;277:350-356.

Stewart M, et.al. Patient-Centered Care: Transforming the Clinical Method. 2nd edition. Sage Publications, 2003.

Stewart M. Effective physician-patient communication and health outcomes: a review. *Can Med Assoc J* 1995; 155:1423-33.

Suchman AL, Roter D, Green M, Lipkin M Jr. Physician satisfaction with primary care visits. *Medical Care* 1993;31:1083-92.

Family of Origin

Boszormenyi-Nagy I, Spark GM. Invisible Loyalties. Hagerstown, MD: Harper & Row, 1973.

Breunlin DC, Schwartz RC & MacKune-Karrer B. Metaframeworks: Transcending the Models of Family Therapy. San Francisco: Jossey-Bass, 1992.

Colon, F. In search of one's past: an identity trip. *Family Process* 1973;12:429- 438.

McDaniel S, Campbell TL, Seaburn DB. Managing personal and professional boundaries: how to make the physician's own issues a resource in patient care. In Family Oriented Primary Care: A Manual for Medical Providers. New York: Springer-Verlag, 1990.

McGoldrick M, Gerson R, Shellenberger S. Genograms in Family Assessment. 2nd ed. New York: WW Norton & Co, 1999.

McGoldrick M. You Can Go Home Again: Reconnecting With Your Family. New York: WW Norton & Co, 1995.

Feedback

Descriptions on "agenda-led, outcome-based analysis" in Kurtz, Silverman, Draper, eds, Teaching and Learning Communication Skills in Medicine.

Ende J. Feedback in clinical medical education. *JAMA* 1983;250:777-781.

Milan FB, Parish SJ, Reichgott MJ. A model for educational feedback based on clinical communication skills strategies: beyond the "feedback sandwich." *Teach Learn Med* 2006;18:42-47.

Stone, Douglas and Sheila Heen. 2014. Thanks for the Feedback: The Science and Art of Receiving Feedback Well

Thompson, Jim. Positive Coaching. Warde Publishers. 1995.

Group Process

Charlie O'Leary – Reflections On Group Facilitation.

Gillette J, McCollom M, eds. Groups in Context. A new perspective on group dynamics. Lanham, MD: University Press of America, Inc; 1990.

Hammond SA. The thin book of appreciative inquiry. 2nd edition. Plano, TX: Thin Book Publishing Company; 1996.

Matrix: Amina Knowlan (handout).

Schwarz RM. The skilled facilitator. Practical wisdom for developing effective groups. San Francisco, CA: Jossey-Bass, Inc. 1994.

Yalom ID. The Theory and Practice of Group Psychotherapy. 5th edition. Basic Books; 2005(Chapter 1. The Therapeutic Factors; Chapter 2. Interpersonal Learning; Chapter 4. The Therapeutic Factors: An Integration).

Motivation / Behavior Change

Britt E, Hudson S, Blampied N. Motivational interviewing in health settings: a review. *Patient Educ Couns* 2004;53: 147-55.

Burke BL, Arkowitz H, Menchola M. The efficacy of motivational interviewing: a meta-analysis of controlled clinical trials. *J Consult Clin Psychol* 2003;71:843-61.

Deci EL, Flaste R. Why We Do What We Do: Understanding Self-Motivation. Penguin, 1996.

Deci EL, Ryan RM. Intrinsic Motivation and Self-Determination in Human Behavior. Springer, 1985.

Dunn C, Deroo L, Rivara FP. The use of brief interventions adapted from motivational interviewing across behavioral domains: a systematic review. *Addictions* 2001;96: 1725-42.

Dunn C, Rollnick S. Rapid Reference to Lifestyle & Behavior Change: Rapid Reference Series. Mosby 2003.

Levinson W, Cohen MS, Brady D, Duffy FD. To change or not to change: "sounds like you have a dilemma." *Ann Intern Med* 2001;135:386-391.

Miller WR, Rollnick S. Motivational Interviewing. 2nd edition. New York: Guilford Press: 2002.

Rollnick S, Mason P, Butler C. Health Behavior Change: A Guide for Practitioners. New York: Churchill Livingstone, 1999.

Narrative

Anderson, H. Conversation, language and possibility: a postmodern approach to therapy. New York: Basic Books, 1997.

Branch WT Jr. Use of critical incident reports in medical education: a perspective. *J Gen Intern Med* 2005;20:1063-7.

Charon R, et al. Literature and medicine: contributions to clinical practice. *Ann Intern Med* 1995;122:599-606.

Charon R. Narrative medicine: a model for empathy, reflection, profession and trust. *JAMA* 2001;286:1897-1902.

Goolishian H, Anderson H. Strategy and intervention versus non intervention: a matter of theory. *Journal of marital and family therapy* 1992; 18:5-15.

Kirschenbaum H, Henderson VL. *Carl Rogers: dialogues.* London: Constable, 1990.

Kirschenbaum H, Henderson VL. *The Carl Rogers reader.* London: Constable, 1990.

O'Leary C. *Counseling couples and families: a person-centered approach.* London: Sage, 1990.

Pennebaker, J. Telling stories: the health benefits of narrative. *Literature and Medicine* 2000 (1); 3-18.

Relationships in Care and Teaching

Balint M. *The Doctor, His Patient and the Illness.* Revised edition. New York, NY. International Universities Press. 1976.

Rogers CR. *On Becoming a Person.* Boston, MA. Houghton Mifflin Company. 1961 (Chapter 3. "Characteristics of a Helping Relationship").

Rogarian

Rogers CR. *A way of being.* Boston: Houghton Mifflin, 1980.

Rogers CR. *Carl Rogers on Encounter Groups.* New York: Harper & Row, 1970.

Rogers CR. *Client-centered therapy.* Boston: Houghton Mifflin, 1951.

Rogers CR. On becoming a person. Boston: Houghton Mifflin, 1961.

Rogers CR. The necessary and sufficient conditions of therapeutic personality change. Original work published 1957; pp. 219-236, in Kirschenbaum H, Henderson VL, eds. *The Carl Rogers reader.* London: Constable, 1990.

Rogers CR. Can I be a facilitative person in a group? Original work published 1970, pp. 339-357, in Kirschenbaum H, Henderson VL, eds. *The Carl Rogers reader.* London: Constable, 1990.

Verghese, A. The physician as storyteller. *Ann Intern Med* 2001;135:1012-1017.

Role Play

Bird J, et al. Role play article, in Lipkin M, Putnam SM, Lazare A, eds. *The Medical Interview: Clinical Care, Education and Research.*

Chou CL, Pearlman RE. Foolproof guide to running role plays. Handout, AACH workshop.

Self-awareness for Teachers, Learners, and Practitioners

Epstein RM. Mindful Practice. *JAMA* 1999;282:833-839.

Novack DH, Suchman AL, et al. Calibrating the physician: personal awareness and effective patient care. *JAMA* 1997;278:502-9.

Smith RC, Dwamena FC, Fortin AH. Teaching personal awareness. *JGIM* 2005;20:201-207.

Shared Decision Making

Barry MJ. Health decision aids to facilitate shared decision making in office practice. *Ann Intern Med* 2002;136:127-35.

Braddock CH, Edwards KA, Hasenberg NM, Laidley TL, Levinson W. Informed decision making in outpatient practice: time to get back to basics. *JAMA*. 1999;282:2313-20.

Frosch DL, Kaplan RM. Shared decision making in clinical medicine: past research and future directions. *Am J Prev Med* 1999;17:285-94.

Kaplan SH, Gandek B, Greenfield S, Rogers W, Ware JE. Patient and visit characteristics related to physicians' participatory decision-making style: results from the Medical Outcomes Study. *Med Care*. 1995;33:1176-87.

Kaplan SH, Greenfield S, Gandek B, Rogers WH, Ware JE, Jr. Characteristics of physicians with participatory decision-making styles. *Ann Intern Med*. 1996;124:497-504.

O'Connor AM, Llewellyn-Thomas HA, Flood AB. Modifying unwarranted variations in health care: shared decision making using patient decision aids. *Health Aff (Millwood)*. 2004;Suppl Web Exclusive:VAR63-VAR72.

O'Connor AM, Stacey D, Entwistle V et al. Decision aids for people facing health treatment or screening decisions. *Cochrane Database Syst Rev*. 2003;CD001431.

Rimer B, et al. Informed decision making: what is its role in cancer screening? *Cancer* 2004;101:1214-28.

Sepucha KR, Mulley AG. Extending decision support: preparation and implementation. *Patient Education and Counseling*. 2003;50:269-271.

Stevenson FA. General practitioners' views on shared decision making: a qualitative analysis. *Patient Education and Counseling*. 2003;50:291-29.

Towle A, Godolphin W. Framework for teaching and learning informed shared decision making. *BMJ* 1999;319:766-71.

Spirituality

Cohen C, et al. Walking a fine line: physician inquiries into patient spiritual and religious beliefs. *Hastings Center Report* 2001;31:29-39.

Farnsworth, Annie. "The Angel's Retirement Speech." In *Bodies of Water, Bodies of Light*. Kennebunk, ME: Sheltering Pines Press, 2001.

Miller, WR, ed. *Integrating spirituality into treatment: resources for practitioners*. Am Psych Assoc, 1999.

Post SG, et al. *Physicians and Patient Spirituality: Professional Boundaries, Competency, and Ethics*. *Ann Intern Med* 2000;132: 578-82.

Stuart Sprague's Handout on Spiritual Histories.

Teaching / Adult Learning

Branch W. *Notes of a small-group teacher*. *JGIM* 1991;6:573-578.

Brookfield SD. *Understanding and Facilitating Adult Learning*. San Francisco, CA. Jossey-Bass. 1986.

Knowles M. *The Adult Learner*. 4th edition. Houston, TX. Gulf Publishing. 1990.

Kolb DA. *Experiential Learning*. Englewood Cliffs, NJ. Prentice-Hill, Inc. 1984.

Medical Encounter 1992;8:2-12.

Palmer PJ. *The Courage to Teach*. San Francisco, CA. Jossey-Bass. 1998.

Rogers CR, Freiberg HJ. *Freedom to Learn*. 3rd edition. New York, NY. Maxwell Macmillan. 1983

Schon DA. *The Reflective Practitioner*. New York, NY: basic Books; 1983.

Westberg J, Jason H. *Fostering Learning in Small Group: a practical guide*. New York, NY: Springer Publishing Company, Inc;1996.

Teaching Humanistic Medical Care

Branch WT, Kern DE, Haidet P, Weissmann P, Gracey CF, Mitchell G, Inui T. *Teaching the human dimensions of care in clinical settings*. *JAMA* 2001;286:1067-1074.

Cassell EJ. *The Nature of Suffering and the Goals of Medicine*. Oxford UK: Oxford University Press, 1994.

Gracey CF, Haidet P, Branch WT Jr, Weissmann PF, Kern DE, Mitchell G, Frankel RM, Inui T. *Precepting humanism: strategies for fostering the human dimensions of care in ambulatory settings*. *Acad Med* 2005;80:21-28.

Weissmann PF, Branch WT Jr, Gracey CF, Haidet P, Frankel RM. *Role modeling humanistic behavior: learning bedside manner from the experts*. *Acad Med* 2006: 81;661-667.

Teaching the Medical Interview

Cole SA, Bird J. *The Medical Interview: The Three-Function Approach*. 2nd edition. St. Louis, MO: Mosby; 2000.

Coultan JL, Block MR. *The Medical Interview*. 4th edition. Philadelphia: F.A. Davis, 2001.

Haidet P, Paterniti D. "Building" a history rather than "taking" one. *Arch Intern Med* 2003;163:1134-1140.

Kurtz S, Silverman J, Draper J. *Teaching and Learning Communication Skills in Medicine.* 2nd edition. Abingdon, Oxon, UK: Radcliffe Medical Press Ltd, 2005.

Lipkin M, Putnam SM, Lazare A, eds. *The Medical Interview: Clinical Care, Education and Research.* New York, NY: Springer-Verlag; 1995.

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Roter D, Hall J. *Doctors Talking with Patients/Patients Talking with Doctors: Improving Communication in Medical Visits.* 2nd edition. 2006.

Smith RC. *Patient-Centered Interviewing.* Philadelphia, PA. Lippincott Williams & Wilkins; 2002.

Stewart M, Brown JB, et al. *Patient-Centered Medicine: Transforming the Clinical Method.* 2nd edition. Thousand Oaks, CA: Sage Publications, 2003.

Use of Video in Teaching Communication Skills

Beckman HB, Frankel RM. The use of videotape in internal medicine training. *J Gen Intern Med.* 1994;9:517-21.

Chou CL, Lee K. Improving residents' interviewing skills by group videotape review. *Acad Med.* 2002;77:744.