

## Clinic 7: Explain & Instruct for Improved Outcomes

Research shows that high-quality explanations and instructions:

- ◆ Improve patient satisfaction and engagement
- ◆ Improve adherence to instructions, prescriptions, and recommendations
- ◆ Reduce errors and improve quality of work
- ◆ Reduce rework, costs, re-admittances, and re-issued prescriptions

**EXPLAIN**  
YOUR VOICE CLEARLY  
AND COMPLETELY

**Prework activity:** Underline all the elements below that are missing from or inadequate in many healthcare explanations.

- Only 10% of patients have enough information to make informed healthcare decisions.
- Healthcare Professionals (HPs) spend an average time of one minute explaining, but estimate that they spend nine minutes.
- 50% of HPs do not include reasons or benefits in their recommendations.
- Only 3% of HPs refer to the patient’s values or goals in their explanations.
- HPs often withhold information or use jargon to control, sound impressive, or filter information to protect patients.
- Even after receiving training, 83% of HPs still fail to state their opinions as their own, 91% fail to check patient understanding, and 64% fail to ask about patient preferences.

### Explain Your Authentic VOICE

Effective explanations express elements of Your VOICE as from you as an individual:

- V** Express your **values and goals** to show your deeper motivation and commitments
- O** Offer your **opinions** as your own among others, and present your **recommendations** with your reasoning based on potential benefits
- I** Provide **information you have** and know to share your understanding, and say **information you need** to know
- C** Express your **concerns** with your best intentions, and your **needs** in order to work as a full partner
- E** Express your **empathy** as a sincere and heart-felt attempt to understand a person’s emotions, concerns, and situation



# Explain Your Authentic VOICE

**Individual writing:** For each element of Your VOICE below, complete the statement with *what* you might explain.

- V** Express your professional values and goals

*When I'm with patients or co-workers, I say my goals and values are:*

.....  
.....



- O** Openly offer your opinions and recommendations as yours

*In my interactions, I explain my opinions or recommendations about:*

.....  
.....

- I** Provide information you have and know, and say what you need to know

*In my job, I inform patients, patient's family, or co-workers of or instruct them in:*

.....  
.....

- C** Sensitive assert your concerns about situations and your needs as a partner

*In my job, I express my concerns about or my needs to:* .....

.....  
.....

- E** Show your empathy toward others' situations and expressed emotions and feelings

*In my job, I express to patients and co-workers my empathy toward their* .....

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Remember VOICE's No-Late Policy and to bring your Participant Kit, Cue Cards, and this Prewrite. This Clinic may go up to 1 ¼ hours.