

# The Dynamics of Communication in the Process of Informed Consent

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# The Problem:

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- ❑ Poor communication between health care providers and patients is one of the most common barriers to patient compliance or adherence to following instructions of health care providers.
- ❑ While miscommunication or poor communication among patients and health care providers is a recognizable barrier to adherence and coping with transplantation, little is known about the antecedents that lead to communication problems which result in such barriers.



# The Question:

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- How do early exchanges among health care providers, patients, and families influence adherence and coping during transplantation?



# Learning Objectives

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- ❑ Identify and define antecedents leading to communication problems that result in barriers to transplantation adherence and coping.
- ❑ Situate informed consent interaction in a developmental model which explains how transplantation participants co-create roles, expectations, and communicative structures that influence eventual adherence and coping.
- ❑ Explore concepts and principles that facilitate participants' management of more effective transplantation communication.



## Antecedents leading to communication problems

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- Human communication occurs within a relational context.
- The patient-physician relationship is a specific context for human communication.
- The relational context of patient-physician interactions provides the backdrop for identifying the antecedents that lead to communication problems associated with transplantation adherence and coping.



## Antecedents leading to communication problems

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- ❑ Human interpersonal relationships develop in systematic ways and have common characteristics (Altman & Taylor, 1973).
- ❑ Relationship development is a process of systematic progression, visa via message exchange.
- ❑ *Turning points* are specific interactions that influence significantly (positive or negative) relationship development.



## Antecedents leading to communication problems

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- *Turning points* are interactions in which participants engage in relationship formation by co-creating roles, rules, expectations, and communicative structures.
- Viewed from a relationship development perspective, we locate informed consent interactions as a *turning point* whereby participants co-create roles, expectations, and communicative structures.
- Therefore, the earliest exchanges among patients and health care providers set the trajectory for relationship development and the communication patterns that result.



## Antecedents leading to communication problems

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- Informed consent interactions serve as an important unit of analysis for investigating how and why communication problems occur and create barriers to adherence and coping with transplantation.



## Situating Informed Consent Interactions in Relationship Development

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- Human interpersonal relationships develop in systematic ways and have common characteristics (Altman & Taylor, 1973).
- Relationship development is a process of systematic progression.
- Reducing uncertainty is a primary goal during early stages of relationship development.



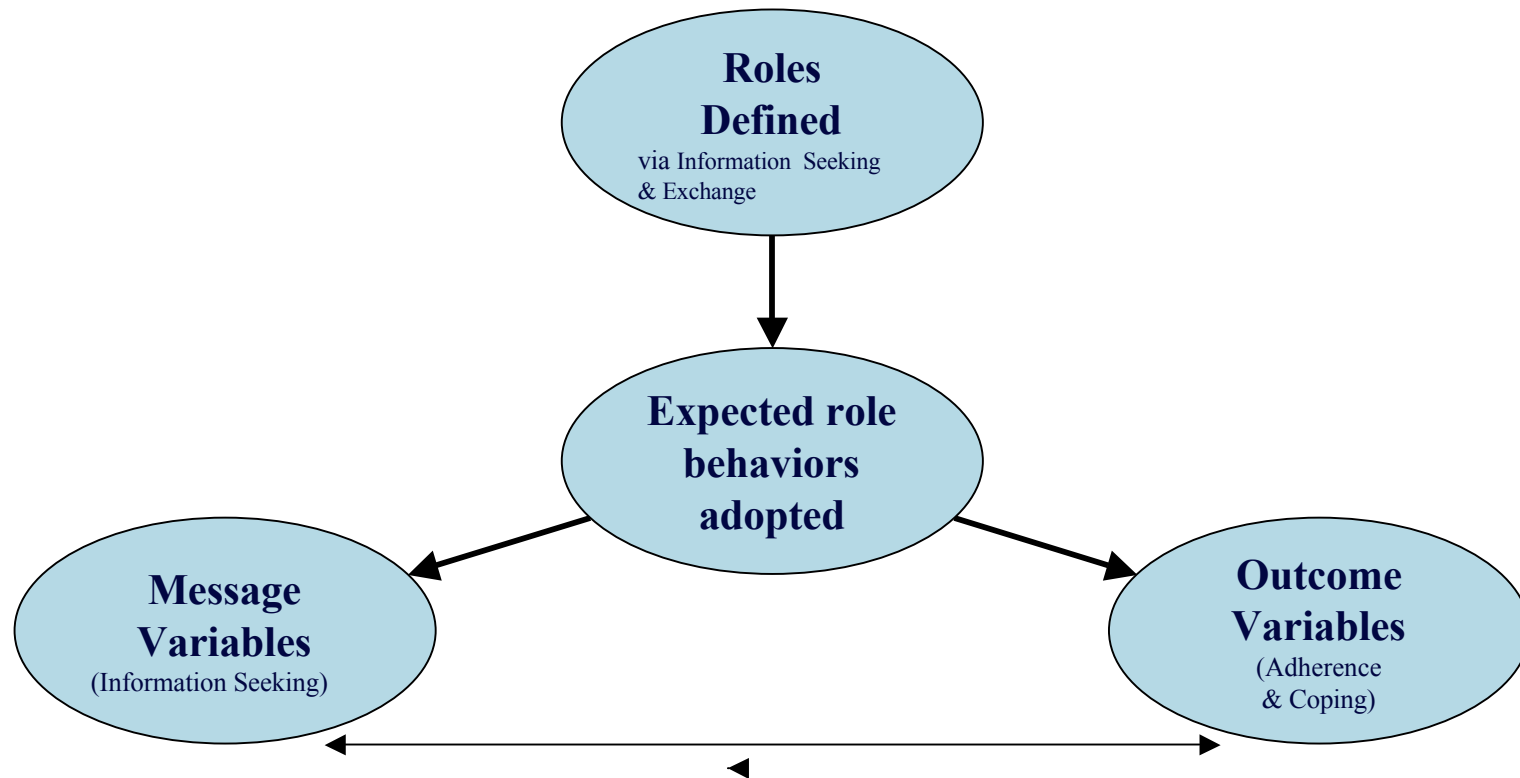
## Situating Informed Consent Interactions in Relationship Development

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- ❑ Reducing Uncertainty is accomplished via information seeking (Berger & Calabrese, 1975).
- ❑ How patients seeking information and reduce uncertainty is predictive of later compliance and coping behaviors.
- ❑ Informed consent interactions provide the turning point conditions for exchanging messages associated with uncertainty reduction.

# Situating Informed Consent Interactions in Relationship Development

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## Situating Informed Consent Interactions in Relationship Development

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- Early Stage Message Exchange:
  - Intent
  - Amount/Frequency
  - Valence
  - Depth
  - Honesty/Accuracy



## Situating Informed Consent Interactions in Relationship Development

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- Compliance is not likely to occur without appropriate relationship establishment:
  - Control
  - Intimacy
  - Trust



## Facilitate participants' management of transplantation communication.

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- Recognize the role that early exchanges play in adherence and coping.
- Recognize that roles and expectations develop via message exchange.
- Recognize that patient and family information seeking behaviors provide an index for uncertainty about roles and expectations.



# Facilitate participants' management of transplantation communication.

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- ❑ High and low uncertainty levels are predictive of a lack of information seeking.
- ❑ Lack of information seeking results in role confusion and confusion about expectations.
- ❑ Role confusion and confusion about expectations negatively impacts adherence and coping.
- ❑ Failing to Develop a Relationship is likely to result in non-compliance.
- ❑ Higher levels of relational satisfaction results in greater ability to cope.