

# Self-reflection Questionnaire

After finishing the pre-reading and e-learning activities, please answer the following related questions.

## 1. Article References:

- » [Medico-legal problems and patient safety incidents: the emotional impact](#)
- » [Coping with a College complaint: Suggestions for reducing anxiety](#)
- » [Physician health: Putting yourself first](#)

Which strategies have you personally found useful during your career to cope when patients have expressed dissatisfaction with the care you provided?

2. What do you think of the statement from the CMPA Article, [Patient-centred Communication](#): “Take the time to establish rapport before beginning your assessment?”

3. What do you think “good rapport” looks like in a patient-physician interaction?

4. During the [Effective Communication: The Key to Creating Reciprocal Partnerships](#) e-Learning activity, you were invited to reflect:

### Please respond:

- » What are some ways that you are already ensuring effective communication?

- » What is one way that you can hone your communication skills?

- » Of the various skills discussed in the [Patient-centred communication](#) article, and the e-learning activity which do you personally expect to be the most challenging to work on during the course?

**5. Statement:** “Patient recall following consultations impacts the quality of our practice.” In the [Effective Communication: The Key to Creating Reciprocal Partnerships](#) e-learning activity, you explored the “collaborative check-back,” a method to reduce this risk and help create a psychologically safe environment so that the patient feels comfortable repeating their understanding.

- » Why do you think relatively few physicians practice as suggested?

- » What barriers might you need to overcome in order to use this strategy with your patients?

**6. Related Articles:**

- » [Disclosure of patient safety incidents](#)
- » [Disclosing harm from healthcare delivery](#)

**Please Respond:**

- » What do you think are the major obstacles to disclosure of patient safety incidents in your practice?

- » How could these be overcome?

- » What could be some personal concerns or challenges you face when disclosing patient safety incidents, and how could these be overcome?

7. According to the [Good Practice Guide on Disclosure of Patient Safety Incidents](#) patients have 3 types of needs following harm from healthcare delivery.

» What are these?

» What are the advantages of addressing these three needs in the order they were listed?

8. The Canadian Medical Association Journal (CMAJ) Article, [How to save a life](#), suggests, “While as physicians we are likely to learn when we have failed and may not necessarily find out when we have succeeded.” What are some examples of the benefits of effective and compassionate communication that we might not always be aware of?

**9. Reading References:**

- » [Helping patients make informed decisions](#)
- » [Engaging patients in their own care: Patient Decision Aids](#)
- » [Informed Consent](#)
- » [Professionalism](#)

**Please Respond:**

» Shared decision-making is a core principle of medicine and a link between person-centred care and informed consent. What ethical and professional considerations do we embody when we share the decision-making process with our patients?

» What patient decision aids do you use in your practice, if any?

10. During the [Effective Communication: The Key to Reciprocal Partnerships](#) e-learning activity, you were invited to reflect:

» What are some ways that you are already ensuring effective communication?

» What is one way that you can hone your communication skills?

» Of the various skills discussed in the [Patient-centred communication](#) article and the [Effective Communication: The Key to Creating Reciprocal Partnerships](#) e-learning activity, which do you personally expect to be the most challenging to work on during the course?