



Empathic Communication Resources

Empathic communication and motivational interviewing can improve provider-patient communication, especially during difficult conversations.

General Resources

AMA – Listening with Empathy

This training activity was developed by the American Medical Association to help providers identify the benefits of listening with empathy, utilize best practice techniques, and engage in reflection. There is a comprehension quiz at the end of the module.

<https://edhub.ama-assn.org/steps-forward/module/2702561>

Patient-Centered Care Starts with Empathic Communication

This 1-hour webinar is part of the Center for Care Innovations ACE Academy Series. It provides an introduction to empathy as evidence-based healthcare.

<https://www.careinnovations.org/resources/recording-of-ace-academy-1-patient-centered-care-starts-with-empathic-commu/>

Motivational Interviewing

This video series was developed by the American Society of Addiction Medicine to support providers in understanding and utilizing motivational interviewing and empathic listening in the clinical setting.

<https://www.asam.org/education/live-online-cme/fundamentals-program/additional-resources/motivational-interviewing>

Motivational Interviewing Reminder Card (Am I Doing This Right?)

This pocket-sized card was developed by the Center for Evidence Based Practice at Case Western Reserve University. It provides 11 questions for clinicians to build self-awareness about their attitudes, thoughts, and communication styles.

<https://www.centerforebp.case.edu/client-files/pdf/miremindercard.pdf>

Mental Health First Aid courses

These courses are for anyone who wants to learn how to help a person who may be experiencing a mental health related crisis or problem. Topics covered include anxiety, depression, psychosis, and addiction.

<https://www.mentalhealthfirstaid.org/take-a-course/course-types/adult/>

De-escalating Conflict in the Healthcare Setting

A resource outlining how to de-escalate conflict that occurs in the healthcare setting.

<https://health.ri.gov/materialbyothers/DeEscalatingConflictInTheHealthcareSetting.pdf>



Chronic Pain Specific Resources

CDC Module 3: Communicating with Patients

This module helps providers utilize CDC-recommended strategies for communicating effectively with patients about pain management and opioid use. Includes content such as motivational interviewing, finding common ground with patients, and addressing conflict as it arises.

<https://www.cdc.gov/drugoverdose/training/communicating/>

Effectively Communicating with Patients about Opioid Therapy

This video is the 7th webinar in the opioid series produced by the CDC's Clinician Outreach and Communication Activity (COCA). It helps providers apply motivational interviewing and patient-centered techniques to conflicts as they arise. The presenters review two case studies and provide examples of patient-provider dialogue.

https://emergency.cdc.gov/coca/calls/2016/callinfo_121316.asp

Difficult Conversations

This is a resource list assembled by the Oregon Pain Guidance Group with recommended handouts, videos, books, and articles regarding difficult conversations centered on pain management and opioid prescribing.

<https://www.oregonpainguidance.org/resources/difficult-conversations/>

Provider Guide to Difficult Conversations

This resource provides key principles and specific scripts to help providers navigate difficult conversations with patients using long-term opioid therapy.

<https://www.improvingopioidcare.org/wp-content/uploads/2018/02/Principles-and-language-suggestions-for-talking-with-patients.pdf>

Staff Guide to Difficult Conversations

This resource provides key principles and specific scripts to help support staff navigate difficult conversations with patients using long-term opioid therapy.

https://www.improvingopioidcare.org/wp-content/uploads/2018/09/Difficult-Conversations-for-Staff_2018-09-19.docx

Guide to Difficult Conversations about Opioids for Chronic Pain

This video vignette provides an example of how to have a difficult tapering conversation with a patient.

<https://www.youtube.com/watch?v=KvIQaOogUE&feature=youtu.be>

VEMA: A Tool for Navigating Difficult Conversations

This 2-page document introduces "VEMA" as a technique for communicating with patients with chronic pain. VEMA stands for Validation, Education, Motivation, and Activation.

<http://professional.oregonpainguidance.org/wp-content/uploads/sites/2/2016/09/VEMA-Difficult-Conversations-1.pdf>

American College of Physicians (ACP) – Workshop for Communicating with Chronic Pain Patients

This slideshow was created by the Minnesota Chapter of the American College of Physicians in October 2016. The first set of slides include hypothetical case studies to compare and highlight effective communication with chronic pain patients. The second set of slides includes a structured interview approach for clinic visits with chronic pain patients.

https://www.acponline.org/system/files/documents/about_acp/chapters/mn/16mtg/reznikoff.pdf

