

# Physicians and Patients:

from Communication,  
to Partnership,  
to Collaboration

Kelley M. Skeff, M.D., Ph.D.  
Stanford University

# Physicians and Patients Communication, Partnership, Collaboration

---

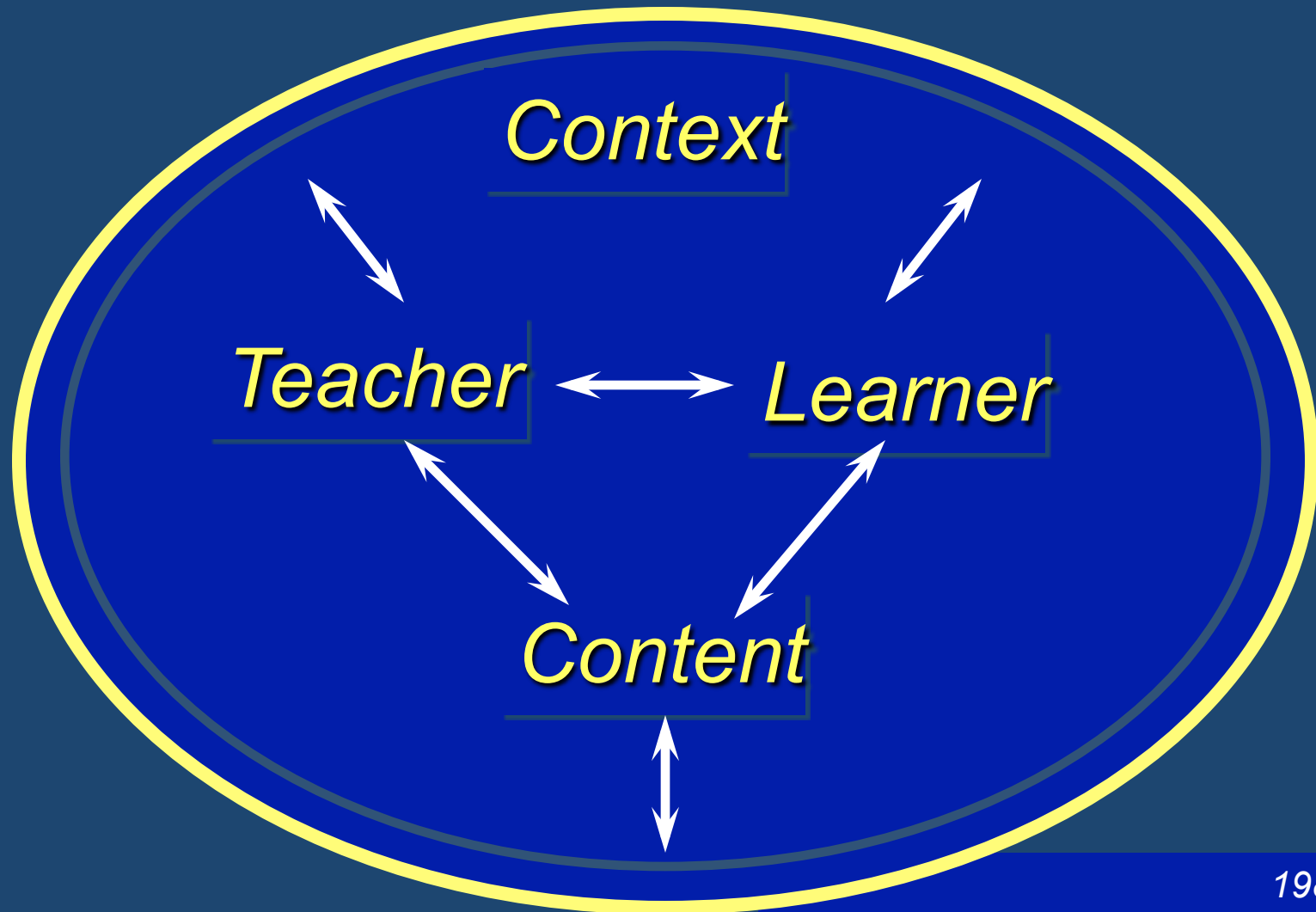
Identifying areas to Improve  
each process

Kelley M. Skeff, M.D., Ph.D.  
Stanford University

# Schemes for Analyzing Teaching

## The Teaching Triangle

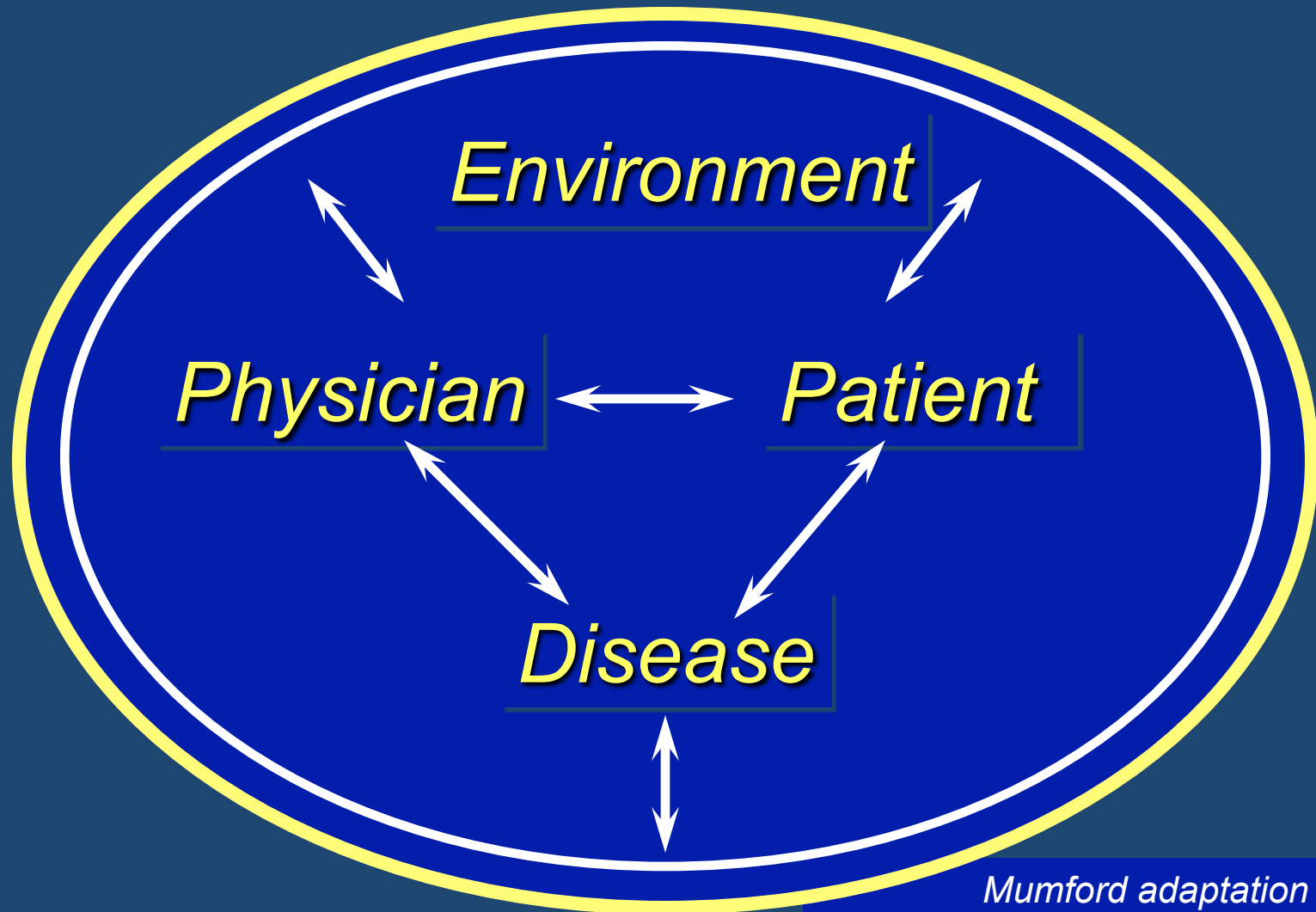
# Interactions in Education - How Lessons Are Learned



1986

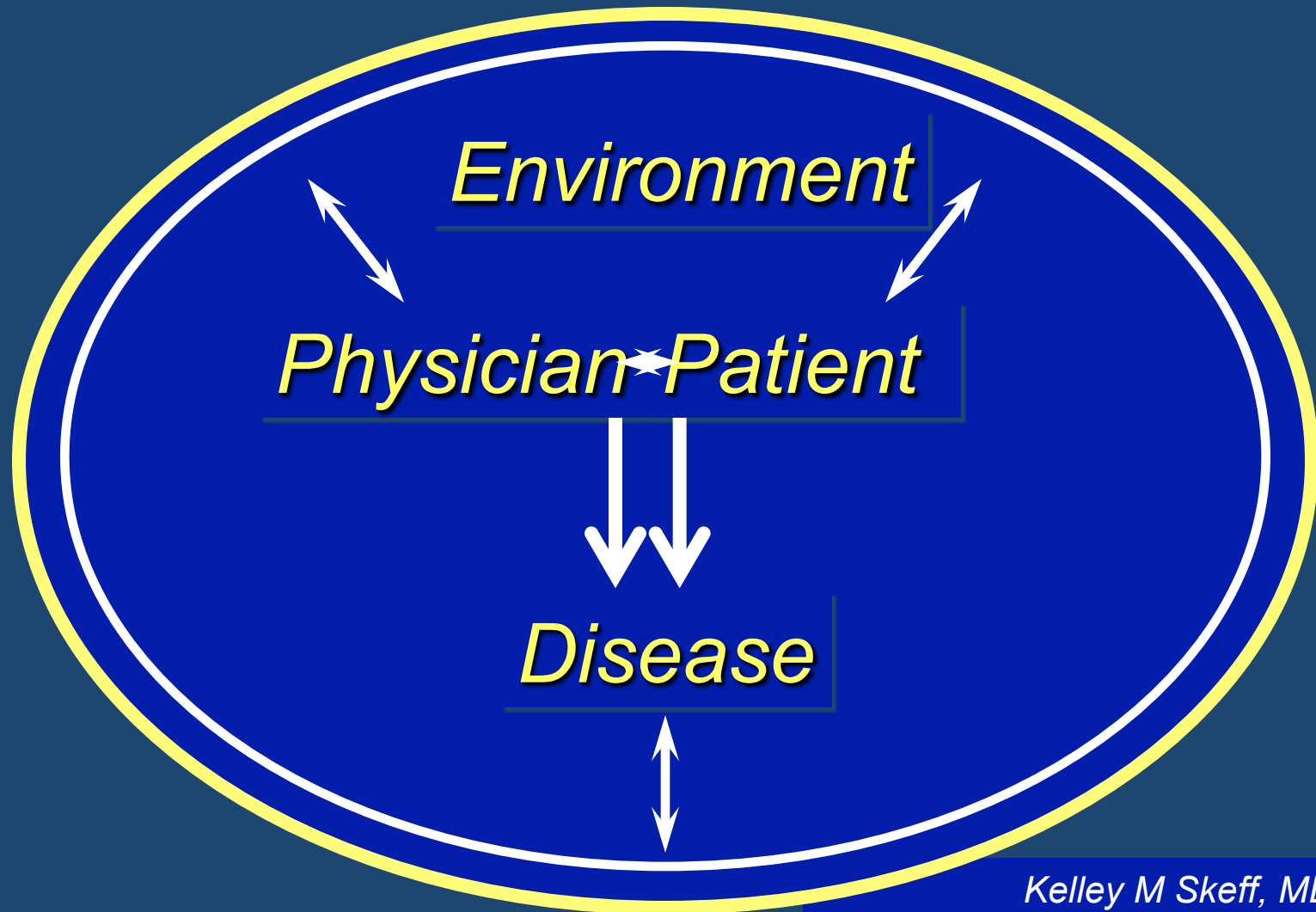
Stanford Faculty Development Center

# The Patient-Physician Triangle



Mumford adaptation - 1988  
Stanford Faculty Development Center

# Collaboration in the Patient-Physician Triangle



Kelley M Skeff, MD, PhD  
Stanford Faculty Development Center

# Communication Processes-

## Adapted from Cohen-Cole and Bird

Physician – Patient Partnership (Patient-Centered)

Feelings - Empathy - reflection

Feelings - Understanding - legitimation

# Collaboration Processes-

## Adapted from Cohen-Cole and Bird

Physician – Patient Partnership (Patient-Centered)

Feelings - Empathy - reflection

Feelings - Understanding - legitimation

Physician – Patient Collaboration (shared decision making)

Respect – recognition of abilities of and need for both parties

Identification of both roles going forward

From “I” to “ You and I” to We

Kelley M. Skeff, M.D., Ph.D.  
Stanford University



## Goals/ Rationale

- **Identify particular communication areas where you and your health care teams can address your challenges and enhance your life**

# Collaboration Processes-

## Adapted from Cohen-Cole and Byrd

Physician – Patient Partnership (Patient-Centered)

Feelings - Empathy - reflection

Feelings - Understanding - legitimation

Physician – Patient Collaboration (shared decision making)

Respect – recognition of abilities of and need for both parties

Identification of both roles going forward

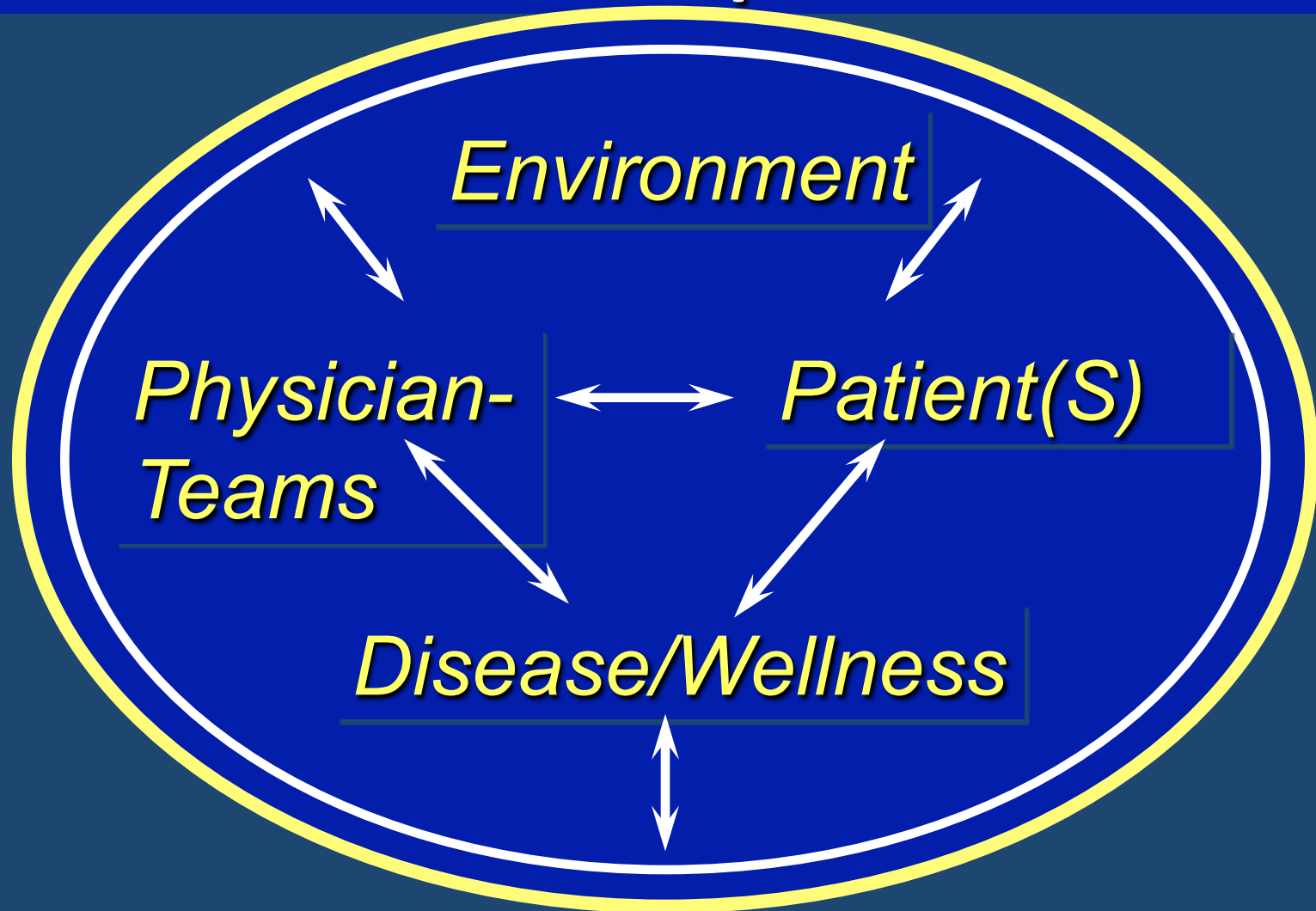
From “I” to “ You and I” to We

## Goals/ Rationale

- **Additional areas where you and your health care teams can address your challenges and enhance your life**

# Opportunities across the Health Care System

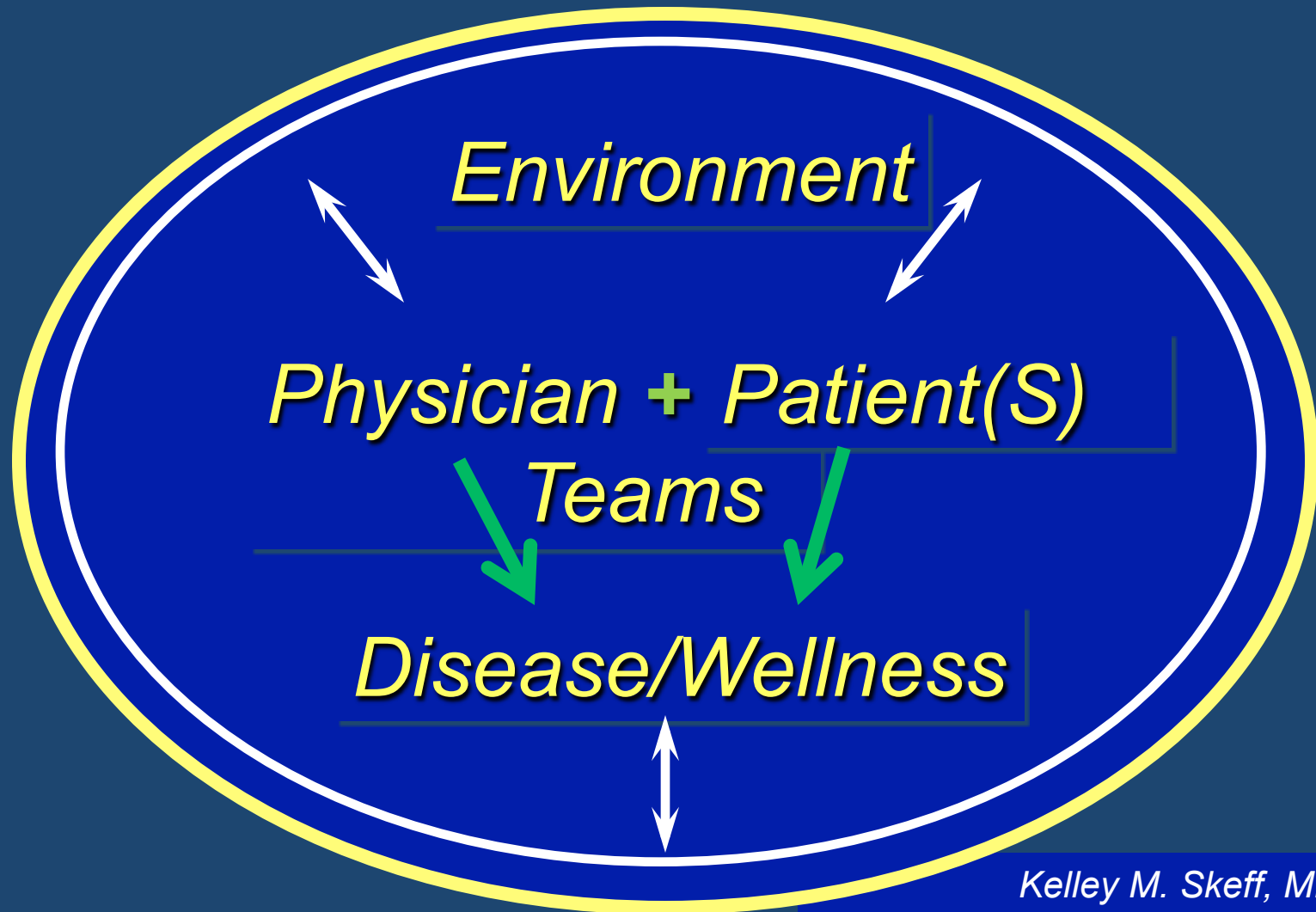
## Areas to Improve



Kelley M Skeff, MD, PhD  
Stanford Faculty Development Center

# Patients in the Health Care Team

## Areas to Improve



Kelley M. Skeff, MD, PhD  
Stanford Faculty Development Center

# Physicians and Patients:

from Communication,  
to Partnership,  
to Collaboration

Kelley M. Skeff, M.D., Ph.D.  
Stanford University

