

Counseling first hand – understanding the patient and yourself through mentalizing

Authors
C. Rossing^{1*}, G.R. Husted¹, R. Jacobsen², S. Kaae², C. F. Fosgerau³

¹Pharmakon
Danish College of Pharmacy Practice, Hillerød, Denmark
*cr@pharmakon.dk

²Department of Pharmacy
University of Copenhagen, Copenhagen, Denmark

³Department of Nordic Studies and Linguistics
Language Psychology
University of Copenhagen, Copenhagen, Denmark

Evaluating an education for pharmacy workforce to support Patient centered care

Contact information:
Charlotte Verner Rossing, cr@pharmakon.dk

Results

28 pharmacists and pharmacy technicians from 11 pharmacies participated in the education programme.

The programme has improved their counselling competences and they are now able to understand and manage emotional situations that they would have avoided before.

“I’ve become more conscious about my own and others’ feelings and thoughts and understanding the reasons behind my own and others’ behaviour. I’m aware that we are always in an emotion and I understand that these emotions affect my own and others’ actions and decisions.”

“I feel I’ve been handed a toolbox crammed with tools to communicate with patients and colleagues in a new way. I still do not have a complete overview of the box, but now I know how to use all the tools, so I practise how to make the most of using each tool.”

“I’ve become much better at hearing what my patients are actually saying and at giving them the counselling they need here and now. It’s also given me more job satisfaction because I feel that I’m better at counselling the patients at an individual level.”

Job satisfaction

Subscales	Before	After	P value
Personal Satisfaction	4.1 (0.40)	4.3 (0.49)	0.056
Satisfaction with Workload	3.7 (0.35)	3.8 (0.36)	0.179
Satisfaction with Professional Support	4.2 (0.35)	4.2 (0.44)	0.395
Satisfaction with Training	4.0 (0.40)	4.2 (0.44)	0.062
Satisfaction with Pay	3.8 (0.41)	4.0 (0.34)	0.014
Satisfaction with Prospects	4.1 (0.39)	4.3 (0.47)	0.042
Satisfaction with Standards of Care	4.0 (0.34)	4.3 (0.42)	0.004
Overall satisfaction	4.2 (0.57)	4.1 (0.54)	0.480

Traynor M. and Wade B. The development of a measure of job satisfaction for use in monitoring the morale of community nurses in four trusts. (1993), Journal of Advanced Nursing, 18, 127-136.

Wade B. The job satisfaction of health visitors district nurses and practice nurses working in areas served by four trusts: year 1. (1993) Journal of Advanced Nursing, 18, 992-1004.

Conclusion and program implications

28 participants completed the education “Counseling first hand – understanding the patient and yourself through mentalizing”. They found the program relevant and groundbreaking, and experienced that their counselling practice became more patient-centered. Additionally a measurement of job satisfaction showed significant improvement among the participants.

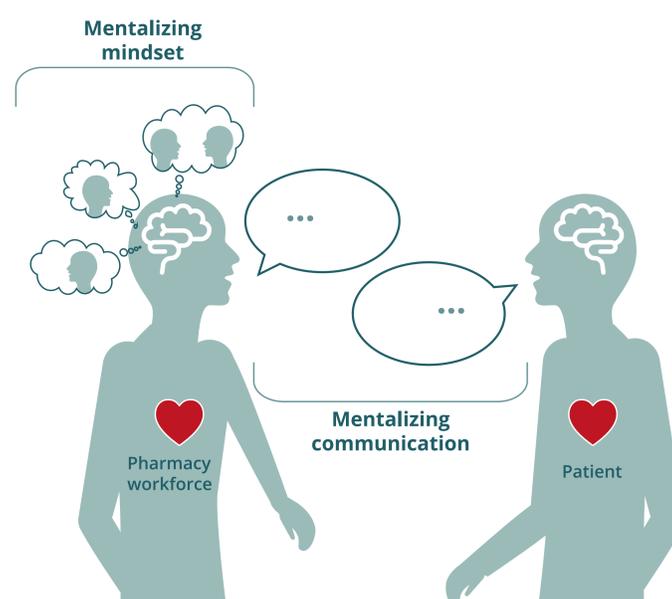


Background

Counselling in community pharmacy has been studied over the years in different ways. Often the studies focused on pharmaceutical care and identification, solution, and documentation of drug related problems. A Danish study concluded that pharmacy staff rarely attended to and included patients’ perspectives. In particular, it was found that staff held back if they sensed the patient were emotionally affected. An education program was developed, with the aim to increase participants mentalizing abilities in order for them to attend to and navigate their own and patients’ emotions during counseling.

What is mentalisation?

Mentalisation describes the ability to understand the thoughts, feelings and needs that underlie what we and others say and do – the ability to understand one’s own and others’ minds. Mentalising communication enables mentalisation in practice and uses mirroring, active listening, paraphrasing models and values clarification methods.



Figur 1: Mentalizing in community pharmacies.

Purpose

Describe the learning outcomes, effect and reflections from the participants perspectives of the education program “Counseling first hand – understanding the patient and yourself through mentalizing”.

Study program design and methods

The evaluation comprises a qualitative evaluation of final written reports with the purpose to evaluate knowledge, skills and competences including reflections on personal and professional practices. In addition, job satisfaction and emotional awareness was measured before and after the education. The qualitative data were analyzed deductively by means of thematic analysis and the statistical analyses to assess changes in job satisfaction after the education included paired t-tests.

References

