

Chronic Disease Series

for the Black and Brown Community

Presented by health experts from Robert Wood Johnson University Hospital Somerset



Building Trust with Your Healthcare Provider (HCP)

September 30, 2020

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Disclosure

- * I am an employee of RWJBarnabas Health
- * I am a former client of Cancer Support Community of Central New Jersey

OBJECTIVES

- * At the conclusion of this presentation, participants will be able to:
 1. Define Trust in your own words
 2. List three characteristics of a trusting relationship
 3. State two ways trust or mistrust impacts health outcomes

Presentation Pre-Poll

Let's test your knowledge

1. It is the Healthcare providers responsibility to build the trusting relationship

True/False

2. If I do not trust the healthcare provider, I am less likely to follow the recommendations for care

True/False

3. It takes time to establish trust with your healthcare provider

True/False

FIRST STEP TO CONSIDER

- * Is there anyone here who plans to build a new house, and does not first figure the cost so you'll know if you can complete it?
- * Can you build something that you do not understand?

What is Trust

- * belief in the reliability, truth, ability, capacity, or strength of something
- * to have confidence, faith or hope in someone or something
- * confidence in the honesty or integrity of a person or thing.

Trust vs. Mistrust

- * We learn this at approximately 18 months of age:
- * If needs are not consistently met, mistrust, suspicion, and anxiety may develop. If the care has been inconsistent, unpredictable and unreliable, then the infant may develop a sense of mistrust, suspicion, and anxiety.

What are examples of trust



Characteristics of a Trusting Relationship

- * 1. **T**RANSPARENCY
- * 2. **R**ESPECT
- * 3. **U**NDERSTANDING
- * 4. **S**PEAK UP
- * 5. **T**IME

T rust

- * TRANSPARENCY

- * Sharing your history, thoughts, feelings, and fears honestly, without fear of judgement or negative consequence

tRust

- * RESPECT

- * the recognition that an individual has valuable and important contributions to make in a relationship
- * regard for the feelings, wishes, rights, or traditions of others

trUst

* UNDERSTAND

- * To know the meaning of everything intended, to know by experience, to interpret, to receive ideas expressed, to comprehend

The logo for 'truSt' is centered at the top of the slide. The word 'tru' is in a white, lowercase, sans-serif font, and the 'S' is a large, bold, red uppercase letter. The 't' is in a white, lowercase, sans-serif font. The background is a dark blue gradient with a white wavy line at the bottom.

truSt

* SPEAK UP

* express one's feelings or opinions honestly and freely without restrictions or concern of judgment, to speak clearly, plainly

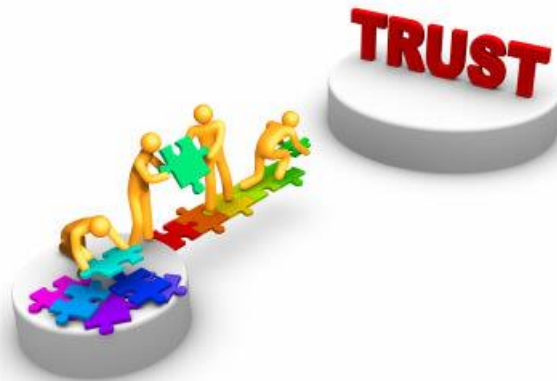
trust

T

* TIME

* A measured portion of duration

TIME TO BUILD



TIME TO BUILD

- * Choosing a primary health care provider
 - * Physician
 - * Nurse Practitioner
 - * Physician Assistant
- * Remember, the healthcare provider works for you
- * Choosing a practice
 - * Clinic
 - * Physician Office
 - * Urgent Care

TIME TO BUILD

- * First visit
 - * Asks questions before the visit
 - * Write down your expectations, concerns, and questions
 - * Start with the most important matter (the visit is only 15 minutes long)
 - * Do not leave confused or with questions
 - * Do not leave without the providers name and contact information

TIME TO BUILD

- * Established visit
 - * Establish or re-establish continuity (having the same HCP)
 - * Make an appointment to address the issues you don't understand
 - * Let the provider know what is working and what is not working
 - * Write out your questions (have a family member or nurse assist you)
 - * Insist on plain language and/or your native language

TIME TO BUILD

- * What is important to me
 - * Continue with the same provider
 - * Your needs
 - * Honesty
 - * Set expectations
 - * Eye contact (if culturally acceptable)
 - * Tell the provider the best way to share information: verbal, written, other
 - * Identify your biases (prejudice for or against someone or something)

The danger of not establishing a trusting relationship

- * Poor health outcome for patient
- * Withholding important information due to fear of being judged
- * Lack of confidence in health care plan (whether to follow the treatment plan or not)
- * No or poor communication
- * Hinder maintenance or improvement in health
- * Cause delay in seeking or receiving care/treatment

WHAT CAN TRUST LOOK LIKE



IT TAKES ALL OF US



Presentation Post-Poll

Let's see how much you've learned

1. It is the Healthcare providers responsibility to build the trusting relationship

True/False

2. If I do not trust the healthcare provider, I am less likely to follow the recommendations for care


True/False

3. It takes time to establish trust with your healthcare provider

True/False

**To continue providing you
with informative and
educational health programs,
please take a minute to
complete our program
evaluation.**

Thank you!



Q & A