



TRUST AND ITS ATTRIBUTES

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TRUST

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- Trust is one of the essential components and fundamental part of doctor-patient relationship.
- In the medical field for some patients, it can be their belief or expectation from the physician to behave in a certain way.
- Patients might expect their health care provider to be competent, compassionate, honest, empathic dependable and interested in their good will and expect a good outcome of their visit.
- Trust in a doctor-patient relationship is something that involves both confidence and reliance.

DEFINITION:

- Trust is defined as
 - *“assured reliance on the character, ability, strength, or truth of someone or something.”*

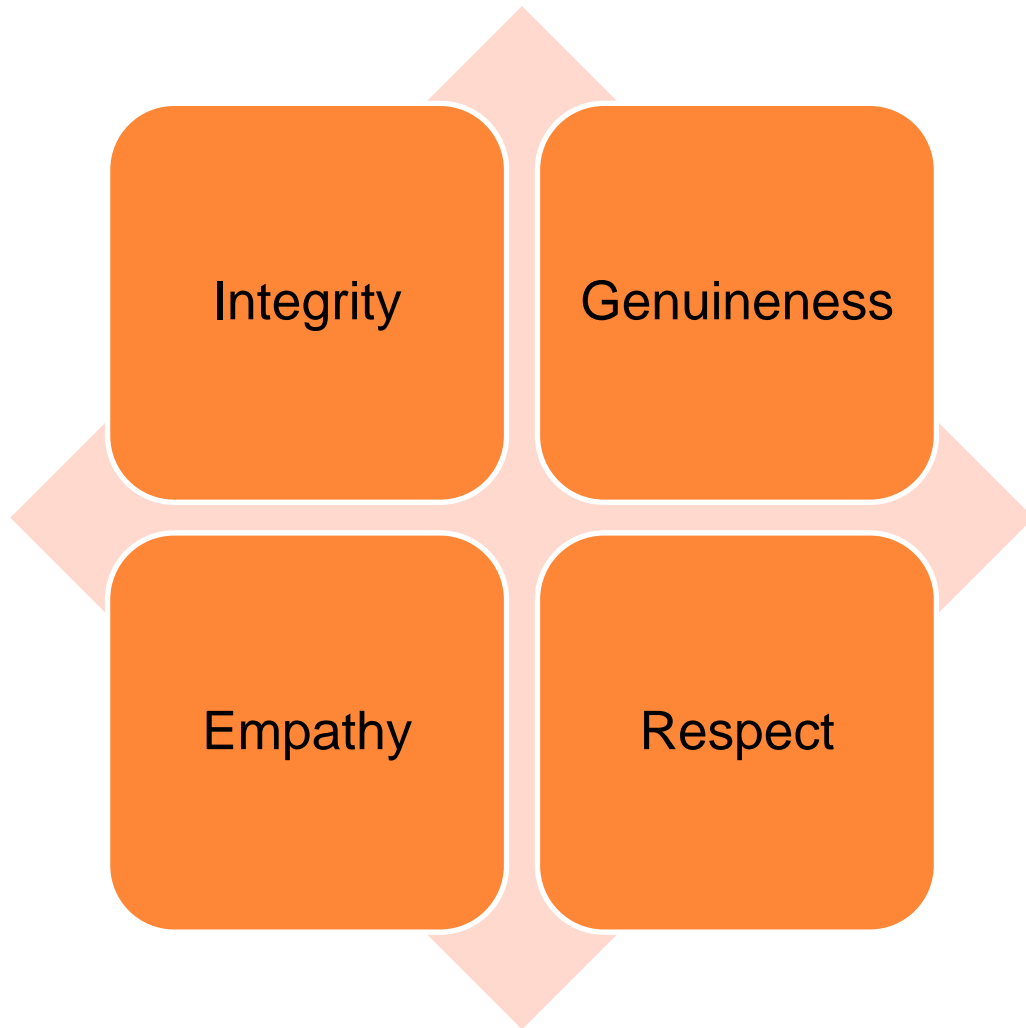
- The patients are put in a vulnerable situation where they believe that the care-providers will care for their interest .
- For their own good, patients need to trust the doctors with their private information and body which is essential for their proper management.
- Trust in the medical field can be considered as either institutional trust or interpersonal trust.
- For healthcare system, interpersonal trust is built, sustained or damaged through face to face encounters with health care providers.
- As for the institutional trust it is placed on the medical system or the institution.

- The doctor-patient interaction is influenced by both personality and social systems and trust occurs in a framework of interaction which is influenced by both (personality and social systems).

	Social Relationship	Intimate Relationship	Therapeutic Relationship
Purpose	Friendship. Meets each person's need for socialization.	Meets each partner's emotional needs.	Meets the client's physical and emotional needs,
Goals	Socialization, companionship, sharing of ideas.	Emotional connection. Short and long term goals are shared and pursued together.	The client's needs are identified and a plan is developed and implemented.
What do you talk about	There is sharing of selected personal information and giving and receiving of advice.	Deeper personal and more intimate information is shared.	Solutions to the client's problems are discussed and the plan to meet the client's needs are Negotiated,
Outcome	The need for socialization is met.	Emotional satisfaction, security, procreation.	The client's physical and emotional needs are met

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ATTRIBUTES OF TRUST



INTEGRITY

- The attribute of integrity describes how ethical one is in general.
- This can describe how ethical, honest or moral he/she is.
- This can also be called one's willingness to act (and behave) properly.



GENUINENESS:

- You are open, honest and sincere in your interactions with patients.
- Requires you to be aware of what you are thinking and feeling and to express your thoughts and feelings when appropriate.



EMPATHY:

- You understand your patient's feelings accurately.
- You convey understanding to the patient and act on this understanding in a helpful way.



RESPECT:

- You recognize that each individual is unique and has worth, regardless of socioeconomic status or personal attributes.
- Having respect for yourself requires you to have a positive self regard.



BOUNDARIES IN A TRUSTING RELATIONSHIP:

- **Do:** Explain to the patient exactly what you can and will do as you work toward the goals outlined in the plan of care.
- **Do:** Address your patient by the name the patient prefers.
- **Do:** Listen to the concerns of the family and act on those concerns when appropriate.
- **Do:** Allow room for negotiation and encourage independence within the limits of the care plan.
- **Do:** Help your patient understand when requests are beyond the limits of the therapeutic relationship.

- **Do Not:** Perform any action that is out of your scope of practice or that you have not been trained to do.
- **Do Not:** Perform personal services such as giving rides to family members or picking up dry cleaning unless it is outlined in your contract.
- **Do Not:** Accept gifts of cash or other expensive items.
- **Do Not:** Disclose personal information about your life.
- **Do Not:** Discuss your feelings about your employee, co-workers or other patients in the presence of the patient or their family members.

COMMUNICATION THAT BUILDS TRUSTS

- It's not just what you say... ***it's how you say it.***
- Listen with sensitivity.
- Listen thoughtfully.
- Accept your patient ***“as is.”***
- Make adjustments for vision impairments.
- Help the hearing impaired.
- Speak clearly and concisely.
- Be patient.
- Be open to criticism.

BARRIERS TO TRUSTING COMMUNICATION

- **Judging:** Giving the impression that you disapprove of what the patient is saying or doing.
- **Blaming:** Accusing the patient of some wrong doing.
- **Belittling the patient's feelings:** Indicating to the patient that his feelings are unreasonable.
- **Rejecting:** Refusing to discuss certain topics.
- **Probing:** Pressuring a patient to discuss something she is uncomfortable talking about.
- **Defending:** Making comments intending to protect yourself or someone else.
- **Reassuring:** Giving false hope, or indicating that patient's concerns or fears are unnecessary.

THE STAGES OF TRUSTING RELATIONSHIP

○ **Stage 1: The Beginning**

- Introduce yourself, describe your goals, be friendly and genuine.

○ **Stage 2: Trust Develops**

- Define relationship, set clear boundaries, demonstrate respect, convey genuineness

○ **Stage 3: Bonding Occurs**

- Bond forms and strengthens when there is mutual trust and respect

○ **Stage 4: The End**

- Client will have increased strength and self confidence, offer praise

BUILDING TRUST WITH FAMILY MEMBERS

- Make time to talk to the patient's family.
- Do not lie to the family. If they want to know more than you can tell them, encourage them to talk with the doctor.
- Give brief but positive reports.
- Answer family member's questions simply but clearly.
- Offer support and comfort.
- Involve the willing! If a family member wishes to help, give instructions on providing daily care.

WHEN TRUST IS BROKEN?

- Trust is usually broken if boundaries are unclear or violated, or when communication is inappropriate.
- You may lose the trust of your patient if you:
 - Become unreliable.
 - Gossip or complain.
 - Violate your patient's rights.
 - Offer too much personal information.
- You may know if your patient has lost trust or confidence in you if he or she becomes angry, irritated, or withdrawn.

IS TEAMWORK NEEDED IN HEALTHCARE?



WHAT IS TEAM? AND ITS CHIEF CHARACTERISTICS?

- A team is a group of people coming together for a specific purpose. They usually share common characteristics:
 - Social Interaction
 - Stability
 - Common goals and interests
 - Recognition within the organization as being a purposeful group.
- In healthcare setting, we can have clinical team, a disaster management team, a quality control team, an infection control team, etc.

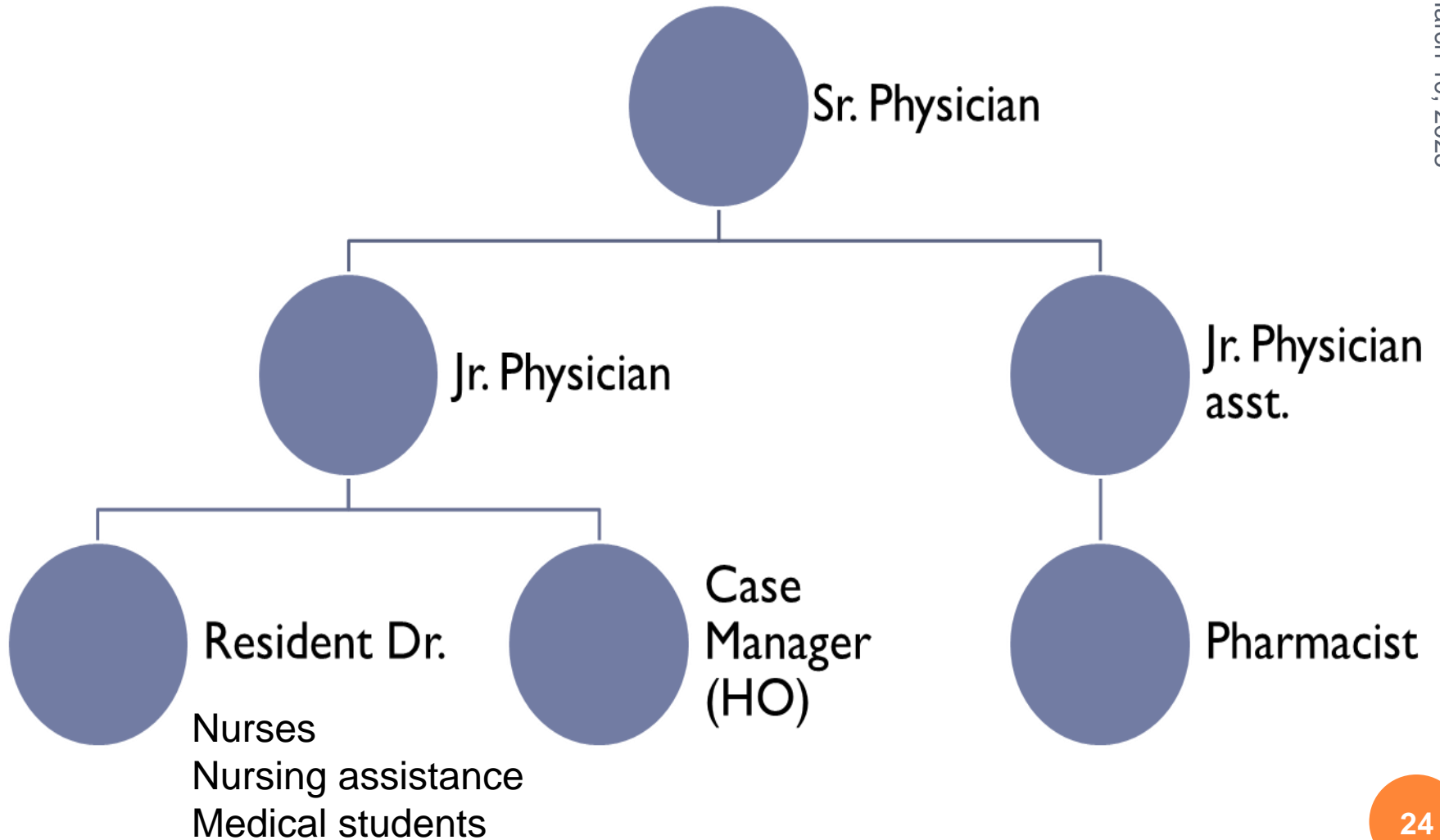
WHAT ARE THE FEATURES OF A SUCCESSFUL TEAM?

- Team members speak freely
- Support each other
- Effectively solve problems collaboratively
- Have a clear sense of direction
- Have adequate information
- Have adequate resources
- Accomplish their goals

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- Teamwork is needed whenever multiple individuals with multiple skills are required to work interdependently to achieve a favorable outcome.
- This means that treatment is absolutely critical in the management of sick patients.
- Healthcare is a complex activity which needs many different kinds of professionals such as physicians, nurses, case managers, pharmacists, surgeons, physiotherapists, nutritionists, psychologists, etc.
- One individual working alone cannot achieve the target of healing a patient.
- A team is therefore, absolutely necessary.

