

# LET'S TEACH!

## CLINICAL INSTRUCTOR TIPS AND TRICKS

QUALITY ASSURANCE BULLETIN



### The Soft Skills

One of the toughest ideas to teach is connecting with a patient.

Bedell's 2004 article "Words That Harm, Words that Heal" gives some key points that CI's can help to guide students in this process.

- Avoid using words that generate fear, anxiety, and hopelessness.
- Search for “words with clear, precise meaning and connotations that do not evoke dread in the patient”.
- If using metaphors, make sure you clarify with the patient to make sure the message you meant to convey was understood.

### *Listening is Therapy*

- Patient experience is key
- Communication strategies should enhance: patient expectations, participation, and engagement to encourage autonomous decisions for their care
- Patient centered interview, ensuring empathy, patient concerns, and expectation

Diener, J. Kargela, M. Louw, A. (2016). Listening is Therapy: Patient Interviewing from a Pain Science Perspective. *Physiotherapy Theory and Practice*. 32 (5): 356-367.

- Try to explain what is going on without first throwing out a “diagnosis”; highlight the patient’s strengths in addition to what you are explaining as “wrong” and be conscious of what nonverbal language you are exuding.

*“I love the energy and excitement the students bring to the department.”*

JANET RASMUSSEN, PT, BOARD-CERTIFIED CLINICAL SPECIALIST IN ORTHOPAEDIC PHYSICAL THERAPY



**Science of Mentorship**



**Coaching for Leaders**



**Extreme Ownership** *Willink*

**7 Habits of Highly Effective People** *Covey*

**The Science of Effective Mentorship in STEMM** *The National Academies Press*

## *EDUCATING THE FUTURE*

"I didn't really choose to be a CI, but fell into it shortly after I graduated. I love sharing my profession as a Physical Therapist with students in detail and seeing them grow into this wonderful field of healing and wellness.

It is very rewarding and I hope I can bring many more students to love this career as much as I do." -Christine Vanleeuwen, PT

"...I love giving back to the profession and being able to share my passion with other therapists...being a CI forces me to continue to get better all the time and allows me to not get caught up in myself...students give me just as much as I give them, even though they probably don't realize it, and it energizes me every time I take student."  
-Casey Hansen, PT