

Open School

Video Activity: Do providers feel threatened by patients?

(<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/Activities/Balik-DoProvidersFeelThreatenedByPatients.aspx>)

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Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the [video](#) together (3 min 06 sec).
- As a group, discuss your reactions to the video, using the discussion questions as a guide.

Learning Objectives

At the end of this activity, you will be able to:

- Identify at least two threats that providers may feel in working with patients.
- Explain one test of change to overcome these threats.
- Define direct observation for coaching providers.

Description

What prevents providers from working with patients in true collaboration?

Sometimes, it's fear. In this video, Barbara Balik, RN, IHI Senior Faculty and Principal of Common Fire Healthcare Consulting, explains how providers face tremendous pressure on their time and how that can inhibit their ability to connect with patients. She shares several tips that can help providers and organizations overcome common barriers to patient engagement.

Related IHI Open School Online Courses

- [PFC 101: Dignity and Respect](#)
- [PFC 102: A Guide to Shadowing: Seeing Care Through the Eyes of Patients and Families](#)

Key Topics

Engage patients and families in care, Person- and family-centered care, Quality improvement, Redesign processes and systems, Satisfaction: patient and family

Facilitator, show [the video on this page](#). For your group's discussion after the video, feel free to adjust these questions and/or add your own.

Discussion Questions

1. Barbara says it's common for providers to feel "threatened" by patients. What do you think about her using that word? Do you agree with her assertions?
2. Of the threats listed in the video, which do you feel affects you the most?
3. How do you think providers usually cope with the threats they feel from patients? How do you think these strategies influence the patient's experience of care?
4. Have you ever participated in direct observation, either as the observed or the observer? If so, what did you learn? How do you feel about learning through direct observation?