

# ESCUELA ARGENTINA DE OSTEOPATIA



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- Member of the Register of Osteopaths of Argentine (MROA)
- Studied Osteopathy at The Argentinian Institute of Osteopathy (founded by Gilles Drevon Lieffroy DO); MROF; MROA April 2004
- Osteopathy clinic International Jury. April 2007
- Osteopathic Diplom DO International Jury. Founding member of the EAO. Actually Director of Academic coordination group of Argentine School of Osteopathy (EAO)
- Teacher of EAO. I am dedicated to teaching osteopathy in the cranial field, visceral field, fascia and perception workshops.
- I also attend patients in my private Osteopathy practice.

# The benefits of a good Osteopath-Patient Communication



**A CHANGE IN OUR POINT OF VIEW**

# INTRODUCTION



- Osteopath philosophy:
  - The movement, circulation and ***communication*** between the body's tissues are fundamental principles for the health maintenance.

- **Subjective parameters** proposed by Pierre Tricot D.O.:

- **Presence**
- **Attention**
- **Intention**

**and**

- **Active listening**
- **Empathy**
- **Compassion**

# Active Listening



- **Verbal**

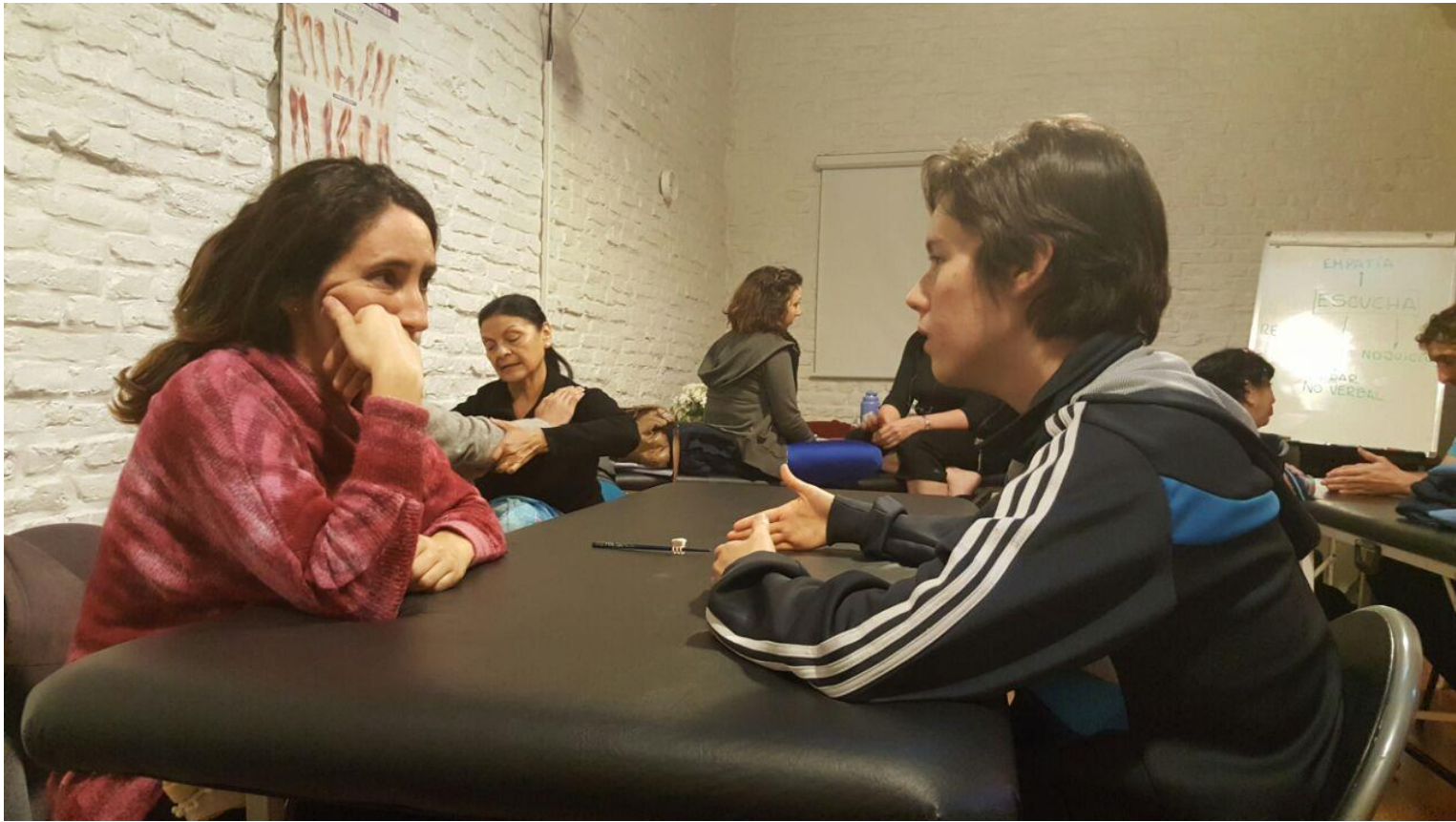
- Talking to the patient
- Asking for concerns
- Giving advice

- **Non-verbal communication**

- Attitudes
- Eye contact
- Face expressions

Can *increase* or *reduce* the emphasis of the message.

- The ***total listening*** will happen, ***only*** if an internal attentive and receptive silence occurs.



# Presence



- Mindfulness is a basic requirement for a true communication.
- The real presence is a state of calm and well-being that predisposes to listen and to be open to the other person.



- *It is vital to add our presence to the listening.*



# Empathy



- The therapist's empathic comprehension involves feeling *the private world of the patient* “*as if*” *it was its own*.
- It is essential that there is *empathy* between the professor and student. It works as a facilitator factor in the transmission of knowledge.

*“A high level of empathy in a relationship is probably the most powerful element that leads to change and learning.”*

*(ROGERS, 1975)*



# Compassion



- The compassion is the perception and comprehension of other's suffering, plus the desire to relieve, reduce or completely eliminate that pain.
- *“With compassion the physician learns to become aware of the causes behind the causes of the presenting complaint.”* (Viola Fryman et al. 1998)

***“To put love where there is pain”***

**(Nora Rousseaux, 2010)**



# Practical application I



- Look for the inner axis that would give support, the ***Fulcrum***, where to go back whenever needed.



# Practical application II



- ***Role- Play:*** change roles and share experiences in group, putting into practice the attention, empathy, presence and compassion.



# Practical application III



- ***Meditation:*** Just dedicating some minutes a day it is enough for this behavior to convert into a habit, and this habit in a need.





# Empowerment and change of paradigm



- The student has to incorporate that the Osteopathy is not a repairing therapy, but a therapy to stimulate all the body's health resources.
- It is vital to invite the patient to take a deep contact with what he/she feels in the body and soul, to become protagonists of their own symptoms.
- Refer to patients with understandable words.

# Empowerment and change of paradigm



- It is an assignment for the student to take the responsibility of his/her own health - as regards the diet habits, exercise, emotions control - in order to honestly be able to transmit these practices to future patients.
- ***It is good to remember that the moment of the consultation belongs to the patient.***

# Conclusion



- This work is concluded with an invitation to every teacher of Osteopathy to look for creativity in every method that could help to strengthen the necessary soft skills for the osteopath.
- These soft skills are necessary to improve the communication, first between teachers and students, and making it the starting point of a path of permanent improvement with the communication between osteopaths and patients.
- The concepts of empathy, attention, intension and presence provide a structure for the active listening of the patient, which can transform the communication in a way to heal.
- As osteopaths it is vital to understand that every human contact is communicational.

# Conclusion



That's why it would be good to ask ourselves:

*How much importance do we give to the improvement of our soft skills?*

It could be very enriching to investigate our own ways of communication.

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