

**E C 'W -B P -**  
**C C T M**

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**Introduction:** Mindful clinicians are resilient and more likely to provide patient-centered care. We aimed to enhance clinicians'

(eg, discussed psychosocial issues, built rapport), and they displayed more positive emotional tone with patients. Patients reported better communication with the more mindful physicians, and they were more satisfied with their care. Although

**I : MBSR**

MBSR is a systematic approach to group mindfulness training.<sup>20</sup>

We investigated whether changes in communication were correlated with changes in burnout subscales. An increase in the RCRS score for “understanding of the patient’s experience of illness” was significantly correlated with a decrease in the depersonalization subscale of the burnout inventory ( $\rho_{(18)} = -0.626, p = .005$ ).

#### **R I A S**

Nonparametric statistics were run on the global scores but only one was found to be statistically significant (data not shown). These results may be viewed as descriptive. They show that it is feasible to conduct this part of the study.

#### **L A**

##### ***Patients***

The total number of language acts increased from pre-MBSR to post-MBSR with more biomedical information (eg, I have pain in my lower back) and fewer non-medical-related statements (eg, I was on vacation).

##### ***Doctors***

The number of language acts decreased from pre-MBSR to post-MBSR, with less paraphrasing and orienting the patient to the encounter (eg, I will take your blood pressure now). There were more statements reflecting agreement/understanding (eg, Yes, that is right), providing information pertaining to the therapeutic intervention (eg, Your blood pressure is stable now that you are taking your medications), medical advice (eg, No

salty foods), and “back channeling” ie, *uh-huh* (eg, “Go on...”) and *mm-hmm*. This latter change reached statistical significance (change score = 3.10;  $z_{(9)} = 2.56, p = .011$ ). According to Roter and Larson,<sup>19</sup> back channeling does not imply agreement or acceptance of the ideas being expressed; rather it reflects *active listening*.

##### ***Doctors and Patients Together***

Agreement and mutual understanding increased as did transitions (eg, Let me see...; Ah, wait a minute now...). Paraphrasing/verifying information decreased. Giving medical and psychosocial advice (eg, It would be helpful if you went out socially more often) increased, whereas other information giving decreased (eg, This interview will be recorded).

##### ***Global TTTreanlulait a Tcore***

(0.59) and 1.68 (0.33), respectively), indicating that at both times, the physicians were patient centered using the same formula to construct this variable found in Beach et al.<sup>8</sup>

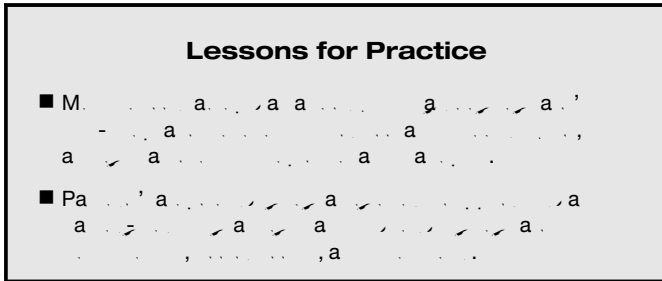
## **DISCUSSION**

Consistent with reports from other countries (eg, Spain,<sup>2</sup> the United States of America,<sup>5</sup> and Canada<sup>23</sup>), French clinicians experienced decreases in stress and burnout and increases in mindfulness. Less stress correlated with less judgmental attitudes and reactivity. Less emotional exhaustion was correlated with increased acting with awareness and decreased judgmental attitudes. The course teaches participants how to cope with stressors and learning to be less reactive to them is a part of that process. When one is more aware of beliefs, emotions, and body sensations that indicate that a situation is challenging, one can pause to choose the most appropriate way to proceed. We hypothesized that when less stressed, burned out, and more mindful, clinicians would communicate better with their patients.

We asked patients to independently rate their clinicians' communication after a consultation. Three of four subscales (as well as the total score) of the RCRS increased post-MBSR: interest in the person as a patient, understanding the patient's experience of illness, and attention to context. Importantly, increases in understanding the patient's experience of illness were signi

when working with chronically ill people. As apparent from the stories recently published in Dobkin's edited book,

mindful clinicians are compassionate caregivers.<sup>27</sup> Future research may build on the methods used herein with larger samples of clinicians and patients to ensure statistical power to detect significant changes.



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