ID#_____

MED-PSYCH GENERAL KNOWLEDGE QUESTIONNAIRE

1. Which of the following MOST distinguishes the physician-centered interview from the patient-centered interview? In the physician-centered interview:

   a. the patient leads the course of the conversation
   b. the content revolves around the patient's personal life
   c. closed ended questions are used
   d. the patient follows the physician's agenda
   e. open ended questions are used

2. Which of the following is an advantage of patient-centered interviewing over physician-centered interviewing? Patient-centered interviewing:

   a. is more scientific
   b. generates the best data for making a diagnosis of most organic diseases
   c. is more useful in obtaining the routine social history
   d. both a and b are advantages
   e. both b and c are advantages

3. Being patient-centered in an interview is synonymous with using open-ended questions in the interview.

   a. true
   b. false

4. Closed-ended questions should not be used in a patient-centered interview.

   a. true
   b. false

5. Which of the following is NOT a known benefit of using the patient-centered approach?

   a. improved patient satisfaction
   b. improved health status
   c. increased access to organic disease information not otherwise available
   d. increased amount of psychosocial information about the patient
   e. improved patient compliance

6. It is patient-centered for the physician to determine the patient's agenda for the visit at the beginning of the interview.

   a. true
   b. false

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7. Which of the following is NOT a typical patient-centered interviewing technique?

   a. summarizing what the patient has said
   b. nonverbally encouraging the patient to speak
   c. silence
   d. making closed ended inquiries
   e. requesting additional information (e.g., "tell me more")

8. Which of the following patient statements or behaviors is the MOST important clue to the patient's story (and thus should preferentially be pursued)?

   a. "you're younger than I expected"
   b. angrily striking the physician's desk while talking about an upsetting topic
   c. describing a very sad situation
   d. "in 1984 my wife died"
   e. depressed facies

9. Important psychosocial data about the patient are typically obtained during closed ended, physician-centered interviewing.

   a. true
   b. false

10. Patients with histrionic personality features are likely to be more intellectually oriented than most patients.

    a. true
    b. false

11. Dependent personality features may be suggested by a reclusive, isolated lifestyle.

    a. true
    b. false

12. Self-defeating personality features are often heralded by undue suspicion of the doctor and others.

    a. true
    b. false

13. Obsessive personality features are sometimes associated with patients taking charge of the conversation.

    a. true
    b. false

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14. When attempting to manage patients with dependent personality features, it is best to:

a. emphasize immediately the necessity of their being independent and not reliant on the physician
b. meet their dependency needs by allowing frequent visits
c. allow the patient to establish the boundaries of the relationship
d. appeal to the intellect of the individual

15. When attempting to manage patients with compulsive personality features, it is best to:

a. not promise a cure or success
b. focus on the emotional reactions of the patient
c. immediately take control of the interaction and the relationship
d. explain everything to them until they are satisfied
e. establish the necessity for frequent visits

16. Countertransference is:

a. sexually based
b. usually unconscious
c. indicative of some abnormality in the physician
d. beyond the scope of most physicians

17. A clue that counterproductive countertransference is present is:

a. an intense emotional response in circumstances where most physicians would not experience them
b. similar reactions, such as anger or fear, to many different patients
c. the failure of a physician to use skills s/he is known to possess
d. all of the above are important clues
e. only a and b are important clues

18. Which of the following statements would be LEAST effective when interacting with a severe, chronic somatizing patient?

a. we may be able to help you live a more normal life
b. things seem especially bad for you right now; how are you able to cope?
c. I think we're on top of this and you're going to get better and better each month.
d. I'd like to see you on a regular basis. How about every two weeks?
e. Be sure to take the acetaminophen with each meal and at bedtime, not just when you think you need it.

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19. Which of the following is NOT a disorder of somatization?

a. Somatization Disorder (Briquet's Syndrome)
b. Conversion
c. Hypochondriasis
d. Psychosomatic disease
e. Somatic delusions

20. Which of the following is consciously mediated?

a. malingering
b. conversion
c. psychogenic pain disorder
d. chronic back pain with secondary gain
e. irritable bowel syndrome

21. The depression often seen in somatizing patients is unresponsive to antidepressants.

a. true
b. false

22. Severe vegetative and affective manifestations of depression may co-exist in somatization.

a. true
b. false

23. It is often inappropriate to raise issues of stress or emotional reactions in somatizing patients.

a. true
b. false

24. The major diagnostic approach in somatizing patients is first to be certain there is no organic disease.

a. true
b. false

25. Most somatizing patients require some laboratory investigation to be certain there is no organic disease.

a. true
b. false

26. When all types of somatization are considered as one, it is the most common problem in primary care.

a. true
b. false

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27. Which of the following has been shown by research to be MOST effective in managing somatizing patients?

a. referral to a behavior modification unit, e.g. a chronic back pain clinic
b. insight therapy
c. prescribe nonaddicting agents and physical measures on a time-contingent basis
d. regular, brief follow-by one physician which includes pertinent physical examination

28. It is essential in negotiating with patients to arrive at an explicit, often written, contract.

a. true
b. false

29. A contractual, negotiated approach has the advantage of conserving time for the physician, compared to many other approaches designed to enhance the patient's sense of involvement.

a. true
b. false

30. When a satisfactory agreement/contract cannot be established, it may be appropriate to end the relationship with the patient.

a. true
b. false

31. The statement "you've really dealt with this problem remarkably well" is an example of:

a. naming an emotion
b. understanding an emotion
c. respecting an emotion
d. supporting an emotion

32. The statement "if that had been me, I would have felt quite frustrated" is an example of:

a. naming an emotion
b. understanding an emotion
c. respecting an emotion
d. supporting an emotion

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33. When attempting to convince a patient to change an undesirable health behavior (e.g., smoking) a physician should begin by:

a. explaining to the patient why quitting smoking is necessary
b. encouraging the patient to verbally commit to quitting smoking as soon as possible
c. asking the patient's understanding of the behavior that needs to be changed
d. employing emotion handling skills

34. When attempting to gain a commitment from a patient to change an undesirable health behavior (e.g. smoking) it is important to:

a. push the patient to commit to changing the behavior as quickly as possible
b. recognize the need for employing emotion handling skills
c. provide clear and specific instruction on how to quit smoking
d. provide graphic data on the harms of smoking

35. When negotiating with a patient to change an undesirable health behavior (e.g., cutting down cholesterol intake) it is necessary to:

a. take into account the patient's lifestyle
b. discuss various alternative behaviors
c. have the patient repeat the agreement once established
d. only a & b are necessary
e. all three steps are necessary

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PATIENT FEEDBACK QUESTIONNAIRE

Thank you for agreeing to fill out this questionnaire. Please read each statement carefully and circle the answer that best tells what happened during this visit with your doctor. Your answers will help our research. Thank you.

EXAMPLE: *How much do you enjoy watching TV ?*

not at all a little neither a little nor a lot (a lot) really a lot

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DURING YOUR VISIT WITH YOUR DOCTOR, ...

1. *DID YOU SAY EVERYTHING TO THE DOCTOR THAT WAS ON YOUR MIND?*

   not at all hardly anything some things most things everything

2. *WERE YOU ABLE TO TELL THE DOCTOR WHAT WAS BOTHERING YOU?*

   everything most things some things hardly anything nothing

3. *HOW MUCH DID YOU FEEL UNDERSTOOD BY YOUR DOCTOR?*

   not at all a little neither a little nor a lot a lot really a lot

4. *HOW RUSHED DID YOUR DOCTOR MAKE YOU FEEL DURING YOUR VISIT?*

   not at all a little neither a little nor a lot a lot really a lot

5. *HOW MUCH CONFIDENCE DO YOU HAVE IN YOUR DOCTOR'S ABILITIES?*

   none a little neither a little nor a lot a lot really a lot

6. *HOW COMFORTABLE DID THE DOCTOR MAKE YOU FEEL TO TELL EVERYTHING THAT WAS BOTHERING YOU?*

   not at all a little neither a little nor a lot a lot really a lot

7. *HOW EASY WAS IT FOR YOU TO UNDERSTAND WHAT THE DOCTOR SAID WAS WRONG WITH YOU?*

   very easy easy neither easy nor hard hard very hard

8. *DID THE DOCTOR GIVE YOU UNDIVIDED ATTENTION?*

not at all | a little | neither a little nor a lot | a lot | really a lot

9. *DID YOU GET TO ASK THE QUESTIONS YOU WANTED TO ASK THE DOCTOR?*

none of the questions | a few of the questions | some of the questions | most of the questions | all of the questions

10. *DID THE DOCTOR SPEND THE RIGHT AMOUNT OF TIME WITH YOU?*

not at all right | less than adequate | adequate | a little more than adequate | just the right amount

11. *HOW PLEASED WERE YOU WITH YOUR VISIT WITH YOUR DOCTOR TODAY?*

very pleased | pleased | neither pleased nor displeased | displeased | very displeased

==========

Please respond to each of the following by circling the answer that matches how much you agree or disagree with each statement.

EXAMPLE: I love watching TV.

strongly agree | agree | undecided | disagree | strongly disagree

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12. *THIS DOCTOR ALWAYS SEEMED TO KNOW WHAT HE/SHE WAS DOING.*

strongly agree | agree | undecided | disagree | strongly disagree

13. *I HAVE A GOOD DEAL OF CONFIDENCE IN THE DOCTOR.*

strongly agree | agree | undecided | disagree | strongly disagree

14. *THE DOCTOR REALLY CARED ABOUT ME AS A PERSON.*

strongly agree | agree | undecided | disagree | strongly disagree

15. *THE DOCTOR ACTED LIKE I DIDN'T HAVE ANY FEELINGS.*

strongly agree | agree | undecided | disagree | strongly disagree

16. *THE DOCTOR TREATED ME WITH A GREAT DEAL OF RESPECT.*

strongly agree | agree | undecided | disagree | strongly disagree

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17. *THE DOCTOR DIDN'T "TALK DOWN" TO ME.*

strongly agree agree undecided disagree strongly disagree

18. *THE DOCTOR RELIEVED MY WORRIES ABOUT MY MEDICAL CONDITION.*

strongly agree agree undecided disagree strongly disagree

19. *THE DOCTOR WAS KIND AND CONSIDERATE OF MY FEELINGS.*

strongly agree agree undecided disagree strongly disagree

20. *THE DOCTOR DID NOT TRY TO MAKE ME FEEL RELAXED.*

strongly agree agree undecided disagree strongly disagree

21. *THE DOCTOR MADE IT EASY FOR ME TO ASK QUESTIONS.*

strongly agree agree undecided disagree strongly disagree

22. *I FELT THE DOCTOR LISTENED CLOSELY TO ME.*

strongly agree agree undecided disagree strongly disagree

23. *I FELT I COULD TRUST THE DOCTOR.*

strongly agree agree undecided disagree strongly disagree

24. *I FELT THE DOCTOR DIDN'T SPEND ENOUGH TIME WITH ME.*

strongly agree agree undecided disagree strongly disagree

25. *OVERALL, I WAS SATISFIED WITH THE CONSULTATION.*

strongly agree agree undecided disagree strongly disagree

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PART II.

Each question in this section has a choice of seven answers. Please select which of the seven most closely represents how you feel about the question by placing a mark next to your answer.

26. Please mark the answer that best tells how much this doctor helped you compared to other doctors you know or can imagine.

___ More than all other doctors
___ More than most other doctors
___ More than some other doctors
___ About the same as other doctors
___ Less than some other doctors
___ Less than most other doctors
___ Less than all other doctors

27. Please mark the answer that best tells how much this doctor cared about you as a person.

___ More than all other doctors
___ More than most other doctors
___ More than some other doctors
___ About the same as other doctors
___ Less than some other doctors
___ Less than most other doctors
___ Less than all other doctors

28. Please mark answer that best tells how well this doctor could tell if you were worried.

___ More than all other doctors
___ More than most other doctors
___ More than some other doctors
___ About the same as other doctors
___ Less than some other doctors
___ Less than most other doctors
___ Less than all other doctors

29. Please mark the answer that best tells how happy you are with this doctor compared with other doctors.

___ More than with all other doctors
___ More than with most other doctors
___ More than with some other doctors
___ About the same as with other doctors
___ Less than with some other doctors
___ Less than with most other doctors
___ Less than with all other doctors

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