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# Communication between physiotherapist and patient with chronic pain – qualitative analysis

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## Background

**Communication is the basis of therapeutic relationships**, that plays a crucial role in treatment of any person.

Physiotherapists have a great opportunity to make a positive impact on the pain experience of people with chronic pain.

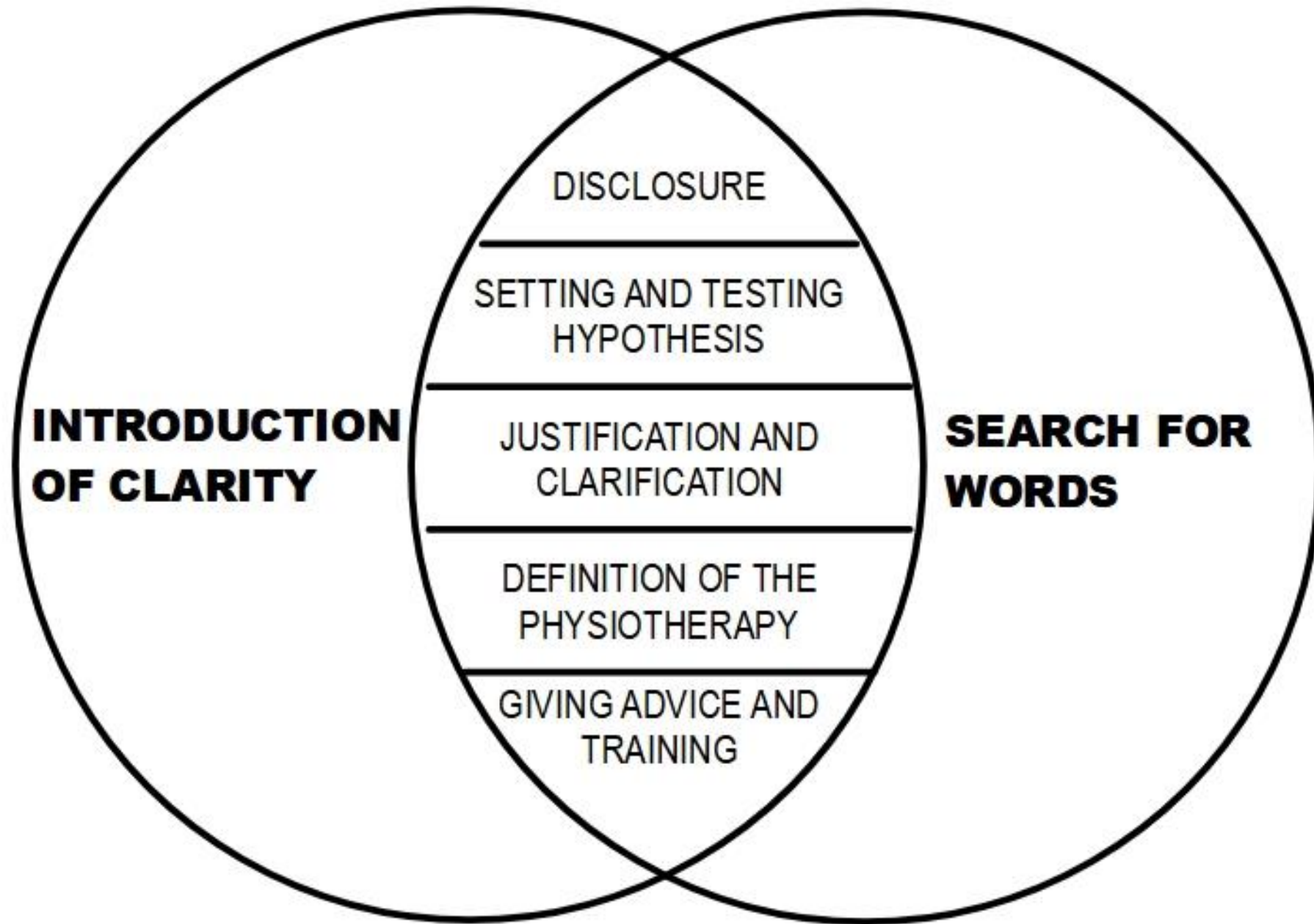
Communication between a physiotherapist and a patient has so far been given **insufficient attention in Latvia**, thus, the understanding of this issue is vague at best.

## Aim

The aim of the current qualitative study was to find out how communication is constructed between physiotherapists and patients with chronic pain.

## Methods

- Grounded Theory approach by Charmaz was applied.
- Ethnographic observations and audio recordings of conversations during the interaction between five physiotherapists and 10 patients with chronic pain were made, starting with the first consultation.
- Audio recordings and observation notes were transcribed verbatim and analyzed by creating simple and focused codes, using constant comparison and writing memos, forming categories and sub-categories.
- Throughout this analytical process, the explaining theoretical framework was created.



## Conclusions

There are communication differences that physiotherapists should be aware of to minimize potential risk of miscommunication:

- **interaction**, that is itself permeated by uncertainties and search of words, is **largely dominated by physiotherapists**, using closed-ended questions to focus on hypotheses about patients problem,
- whereas **patients** engage by bringing forward **their own experience** (all that has happened and has been felt), thereby explaining and justifying their condition.