Index

99–107, 115, 121 Activity contamination, 47 Activity-passivity model, 9 Advice giver category, 73–75, 84, 87 Advice giving, 33, 72–73, 75, 84 Balint, Michael, 7–8, 121–122 Balint's approach, 8 Beneficence, 21, 76, 82, 84, 115 Bio-psychosocial perspective, 8, 12 Bioethical approach, 21 Bioethics, 17, 21, 76
Activity-passivity model, 9 Advice giver category, 73–75, 84, 87 Beneficence, 21, 76, 82, 84, 115 Bio-psychosocial perspective, 8, 12 Bioethical approach, 21
Activity-passivity model, 9 Advice giver category, 73–75, 84, 87 Beneficence, 21, 76, 82, 84, 115 Bio-psychosocial perspective, 8, 12 Bioethical approach, 21
84, 87 Bioethical approach, 21
*
Advice giving, 33, 72–73, 75, 84 Bioethics, 17, 21, 76
Affective neutrality, 86 Broad questions, use of, 10, 48–51
Affirmative care, 107, 108, 114
Affordable Care Act, 13 Capacity, for self-determination, 21,
Agency, human, 29 24, 35, 38, 108, 116
Agency, patient or client, 20–21, 29, Checklist-based approaches, 4, 18, 20,
35, 79–81, 88–89, 116, 130 27, 35, 51, 58, 67, 76, 111,
Agenda setting, patient or client led, 117–118, 124–125
51–55, 84 Choice, as an ideological device, 118
Amniocentesis, 64, 69, 103 Choice, consumer, 24, 113–115, 118
Antimicrobial resistance, 43–46, 61 Choice, individual, 7, 21–22, 24–25, 37,
Asymmetry, in doctor patient 42, 46, 51, 85, 113–115
encounter, 8, 20, 24, 72, 89, Choice, patient, 15, 22, 35, 45, 58, 61,
90–91, 98, 121, 123, 125 83, 92, 105, 113–115
Auspicious interpretation, 69–70, 75, Choice concept, 101
104 Choice in context, 117–119
Authority Choice-centred conceptualisation of
deontic, 85, 92–94, 97, 99, 101, 102, medicine, 85
105–106, 121, 125 Chronic illness, 9, 72, 86, 97–99
epistemic, 85, 93, 94, 97, 99, 101, Chronic illness context, expertise in,
104, 121, 125 97–99
Autonomy, 10, 99–107 Client-led agenda setting, 51–55
and individual choice, 7, 21–22, Clinical judgement, 100–101
24–25, 37, 42, 46, 51, 85, Clinical practice guidelines, 115–116
113–115 Co-design, of services and care
limits of, 115–117 pathways, 122
and professionalism, 22–23 Code and count tradition, 11
rise of, 20–21 Communication
Autonomy, patient, 7, 10, 20–23, 65, impairments, 76
67, 115–116, 118 problem of communication in
Autonomy, relational, 22, 42, 59, healthcare, 41–42
115–116 skills training, 33, 49, 76, 112

Complicity of social science, 119–122 Concordance, 10 Conflict	Doorknob phenomenon, 48 Double bind, for professionals, 89–90, 107
limitations of training as solution to	Double bind, for patients, 89–90, 106
interactional conflict in	700 1 0 0 0 0 0 1 1 1 6
healthcare, 83–84	Effectiveness of PCC, 14–16
problem of managing conflicting moral norms in interaction,	Epistemic authority, 85, 93–94, 97, 99, 101, 104, 121, 125
76–83	Epistemic primacy, 24
Constituting expertise in interaction,	Epistemic stance, 93, 104
94–97	Epistemic status, 93, 104
Consumer choice, limitations as	Epistemics, 92, 101
applied to healthcare,	Epistemics of experience, 4, 85, 104,
113–115	106, 122
Consumer, 14, 24, 112	Epistemics of expertise, 104, 122
Consumerism, 5, 14, 24, 108, 112, 113,	Essential tension, 70, 71
114, 122	Ethnomethodology, 29, 31, 34, 86
Consumerist models of medicine, 114	Eugenics, 51, 63
Context, expertise in, 117–119	Expert patient, 115, 119
Control, of healthcare interactions, 12,	Expertise, 85
16, 21, 35–37, 44–46, 54, 61,	autonomy, abandonment and,
63, 67, 68, 83, 88–92	99–106
Conversation analysis (CA), 27, 101	constituting expertise in interaction,
	94–97
as method for studying healthcare interactions, 28–33	
*	in context, 117–119
research in primary care, 91 specific contribution of, 123–125	in context of chronic illness, 97–99
COVID-19 vaccination, 85	
	Expertise by experience, 119
Cultural relativity, 120	Face loss of 72
Danisian malaina hilatanal 106	Face, loss of, 72
Decision making, bilateral, 106	Face threat, 55, 73, 81, 108
Decision making, distributed, 119	C C 1 1 II 11 20 21 24 (1
Decision making, shared, 3, 7, 15–20,	Garfinkel, Harold, 29, 31, 34, 61
35, 46, 59, 67, 92, 101, 104,	Genetic counselling, 3, 33, 51, 66
106, 111, 118, 123	Genetic medicine, 51, 99
Decision making, unilateral, 106	Goffman, Erving, 31, 108, 116
Deontic authority, 85, 92–94, 97, 99,	Guidance-co-operation model, 9
101, 102, 105–106, 121, 125	
Diagnosis/treatment-oriented	Habermas, Jurgen, 10
interaction, 14	Hall, Stuart, 88
Doctor-as-person, 12	Health Education England, 1
Doctor-patient interaction, 28, 31, 50,	Health Foundation, 12, 13, 21, 23, 87
88–92, 117	Healthcare
Doctor-patient relationship, 3, 8, 9, 12,	conversation analysis as method for
19, 31, 36, 57, 90, 118–120	studying healthcare
Dominance, interactional, 89, 90–91	interactions, 28–33

good organisational reasons for bad healthcare practice, 34–35	Moral principles, in policy making, 76, 84, 125
limitations of consumer choice as applied to, 113–115	Mutual participation model, 9
problem of communication in, 27–28	National Institute for Health and Care Excellence (NICE), 16, 76,
talk, compared with ordinary talk, 46–48	116 Neo-liberalism, 21, 66, 88
Holism, 8	Non-compliance, 10, 114
	Non-directiveness, interactional
Imperatives, moral, 76, 82	difficulty of, 62–68
Imperatives, organizational, 2, 4, 27,	
34–35, 41, 42, 46	One-size-fits-all approach, 9, 27, 58, 84
Interactional conflict in healthcare, 4,	problem with, 46–48, 117–119
83–84	Open-ended questions. See Broad
Interactional difficulty of non-	questions
directiveness, 62–68	Ordinary talk as compared with
Interactional dominance, 89, 91	healthcare talk, 46–48
Interactional dysfunctions, 47, 58–59, 71	Orphan consultations, 118
Interactional norms, 4, 30, 50, 61, 70,	Parsons, Talcott, 8, 20, 29, 31, 57,
71, 73, 75, 83, 84, 124	86–87, 98, 111, 115
Interactional submission, 91	Passivity, patient, 9, 58
International Alliance of Patient Organisations, 12	Paternalism, 11, 58, 62, 92, 97, 99, 117, 125
	Patient troubles telling, 73–75
Jargon, use of, 97–98	Patient affirmation, 85, 107–109
Jefferson, Gail, 29, 73	Patient autonomy, 7, 10, 20–23, 65, 67, 115–116
Legitimacy, 21, 57, 99, 124	Patient centred care (PCC)
Logic of care, 21, 105, 123 Logic of choice, 21, 46, 66–67, 87, 105,	and the complicity of social science, 119–122
123	conversation analysis as method for studying, 28–33
Meaning-making in healthcare	difficulties of distinguishing between
interaction, 64, 66	good and bad practice,
Medicine, 97, 125–126	58–59
sociology in, 5, 120	evidence for effectiveness of, 14-16
sociology of, 5, 119	and good organisational reasons for
Mental Health Act, 87	bad healthcare practice,
Mishler, Elliott, 10, 11, 74–75,	34–35
103–104, 123	and limitations of consumer choice
Modern Western psychiatry, 86	as applied to healthcare,
Moral dimensions of healthcare, 56, 72	113–115
Moral norms in interaction, 30, 61,	and limits of autonomy, 115-117
75–83	person centred care vs., 23-26

pervasiveness of, 26 Sacks, Harvey, 29, 73, 75 shared decision-making and, 16–20 Schegloff, Emmanuel, 29 Patient centred medicine (PCM), 2, Shared decision making (SDM), 3, 7, 10-12, 16, 23, 78, 101, 111, 15-20, 35, 46, 59, 67, 92, 101, 104, 106, 111, 118, 123 123 Patient Centred Outcomes Research Sick role model, 8, 22, 46, 57, 98, 115 Institute, 13 Smoking cessation, 55, 57, 61, 74 Social science, complicity of, 119-122 Patient dependency, 9 Sociology in medicine, 5, 120 Patient engagement, 67, 118 Sociology of medicine, 5, 119 Patient-as-person, 12 Patient-centredness, 11, 14, 125 Sociology of professions, 87 Patient-led agenda setting, 51-55 Structural functionalism, 29 Patient-oriented medicine, 8, 117, 119, Struggle for control, 4, 16, 21, 85, 122 88–92, 108 Person centred care, 1, 2, 7, 13, 23–26 Theory of communicative action, Person-centred interaction, 62 Personal health, 43-46 Habermas', 10 Personhood, 24–26, 76 Theory/practice gap, 111 Professional autonomy, 115 Therapeutic alliance, 12 Professionalism, 86–87, 106 Therapeutic citizenship, 46 autonomy and, 22-23 Treatment recommendations, 32, 43, Progressivity, 89, 91 45, 47, 88, 92, 105 Psychoanalysis, 86 Troubles telling, 73–75 Psychotherapy, 24, 33, 62–63, 93, 109, Trust, 51, 76, 87, 117, 121 117 Public health, 42-47 UK Department of Health, 1, 33, 40, 71, 98, 114, 121 UK National Institute of Clinical Quality of shared decisions, 17–18 Question design, the impact of, 38, 47, Excellence, 97, 116 50 Uncertainty, 35, 68–71, 75, 95 US Patient Centered Outcomes Refusal, of requests, 76–78, 82 Research Institute, 2 Relational autonomy, 22, 42, 59, 116 Risk, communication of, 33, 64 Values-based policy, 121, 125 Risk, to health, 97, 129, 136 Voice of medicine, the, 103 Rogers, Carl, 24, 62 Voice of the lifeworld, the, 10, 76, 103 Role convergence, 22 Roter Interaction Analysis System Waitzkin, Howard, 28, 32, 44, 123 (RIAS), 11 World Health Organisation (WHO), 23, 43