

**Feedback That Sticks:**

**The art of Communicating Neuropsychology with  
Patients, Colleagues and the Courts**

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Pacific Northwest Neuropsychology Society 2018

Karen Postal, Ph.D., ABPP-CN



Members of the multiset

of  $F$  is  $P$

has been the  $P$

$F(16)$



$G(F(x))$

$P(P)$

$P(P)$



$P(x)$  down

down

$x^2, 1$

$x^3, 1$

$9, 9, 9$



Yes, and...

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# Feedback That Sticks

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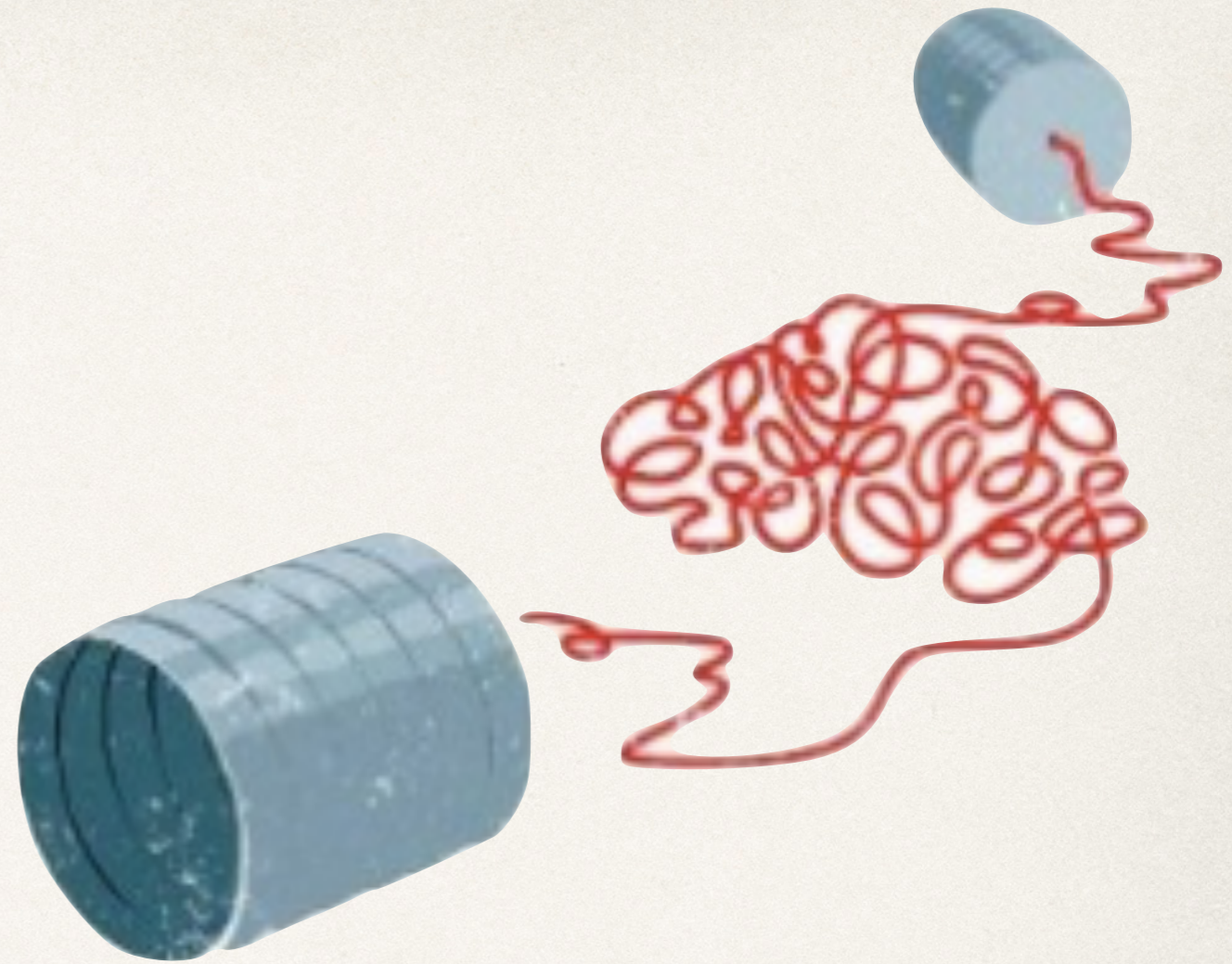
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3 year qualitative research  
project

Principal investigators

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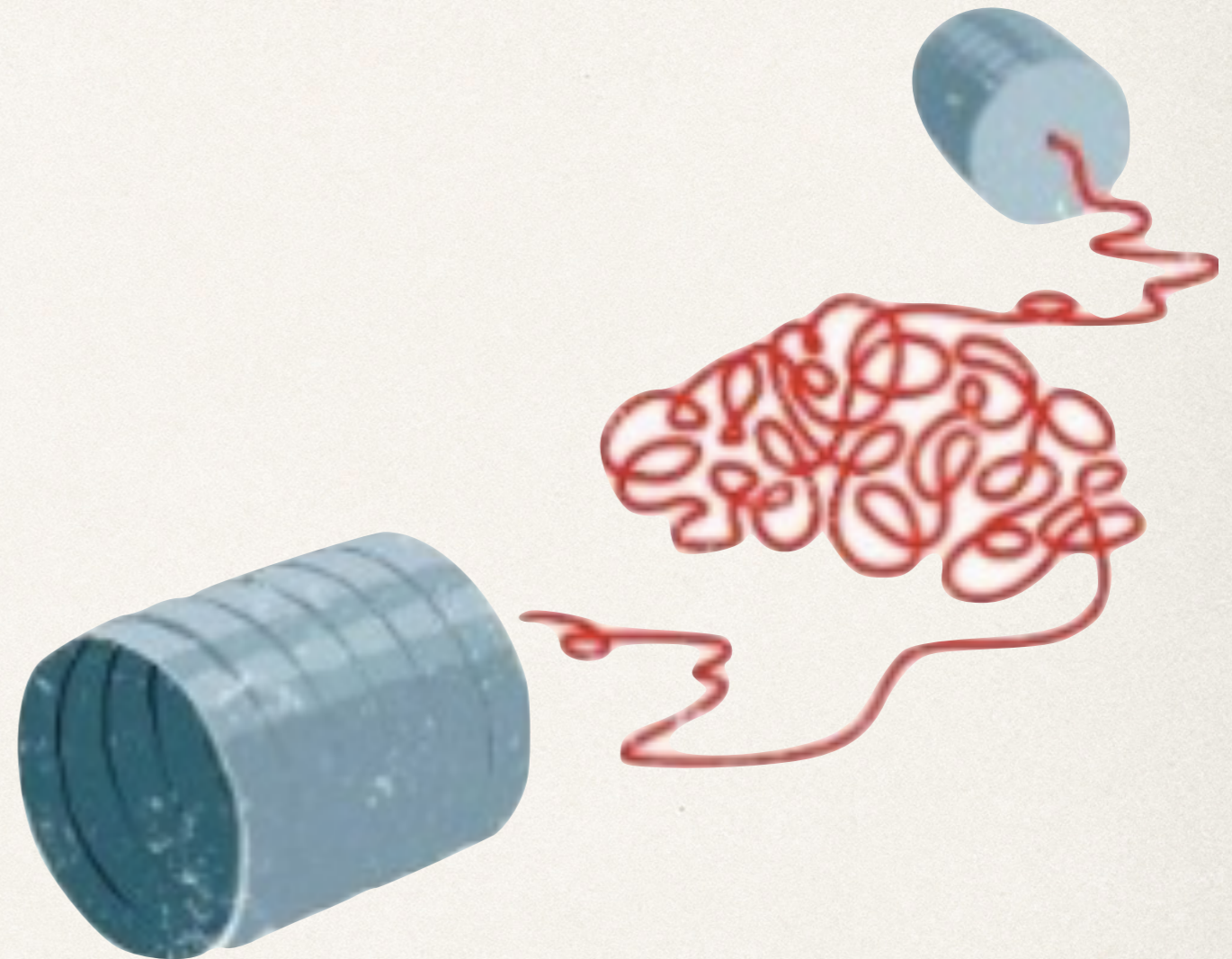
# Testimony That Sticks

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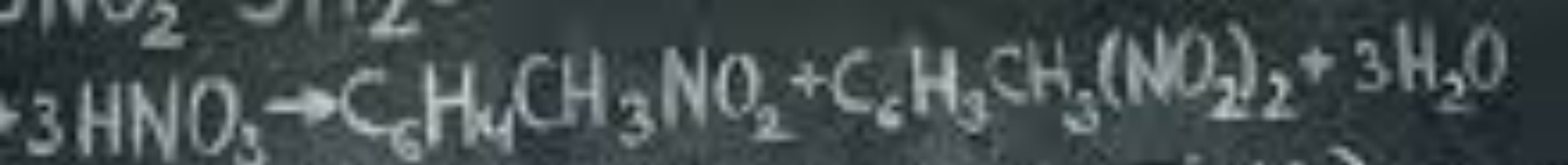
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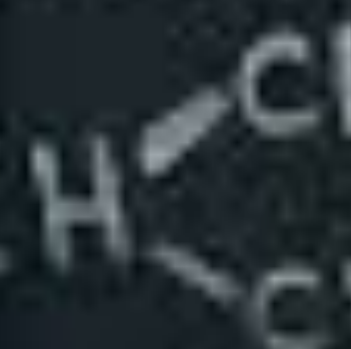
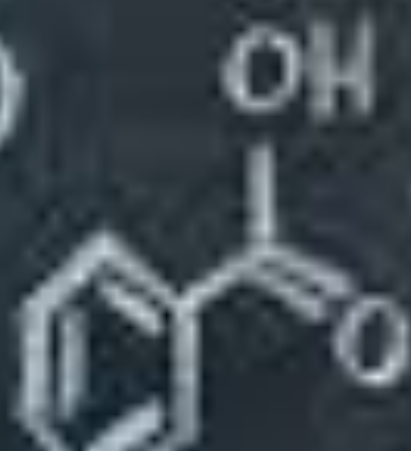
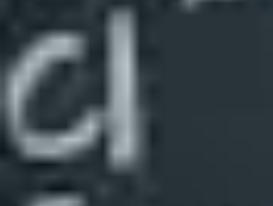
$$\frac{(\epsilon - n^2)(2\epsilon + n^2)}{\epsilon(n^2 + 2)^2} = 4\pi N \frac{H^2}{9KT}$$

$$m = \frac{2\pi c}{G_m}$$

$$P = \frac{\epsilon - 1}{\epsilon + 2} + \frac{H^2}{3KT}$$

$$P \uparrow \Rightarrow A \uparrow * B \quad a^5 - a^3 = (2C) \quad n\text{CH}_2 = \text{---}(\text{CH}_2)\text{---}$$

$$P(\theta) = 1/x \int_0^x (s) \quad S_1 - \Delta H \quad n x / x$$





Yes, and...





Developing fast twitch fibers







# LEAGUE OF DENIAL

The NFL's Concussion Crisis

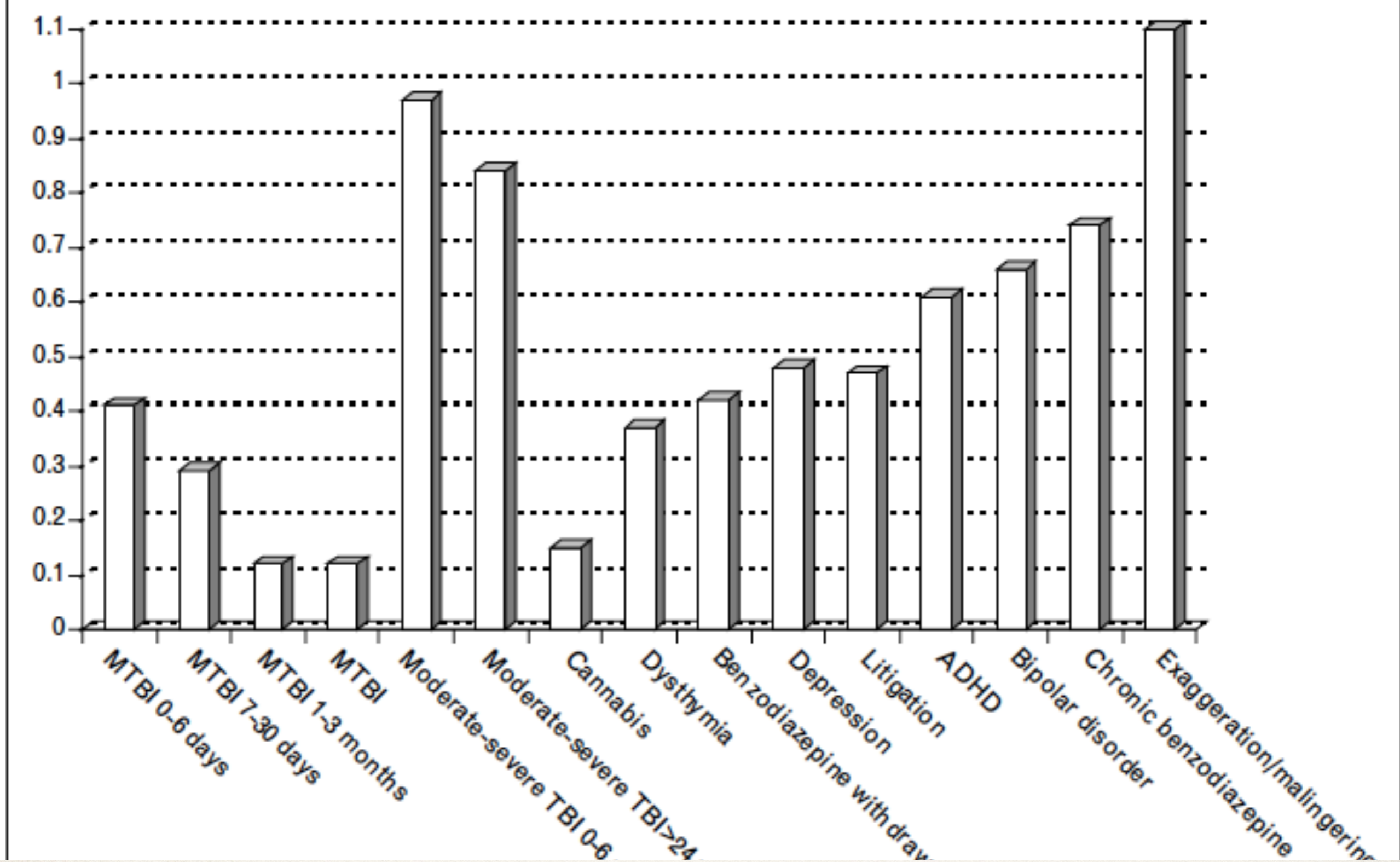
**FRONTLINE**

Tuesday, October 8, 2013





Use vivid comparisons



Grant Iverson's Outcome from Mild Traumatic Brain Injury. *Current Opinion in Psychiatry* 2005, 18:301-317









Inhabit our bodies

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# Concrete: Driving/ dementia

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# Statistical Power

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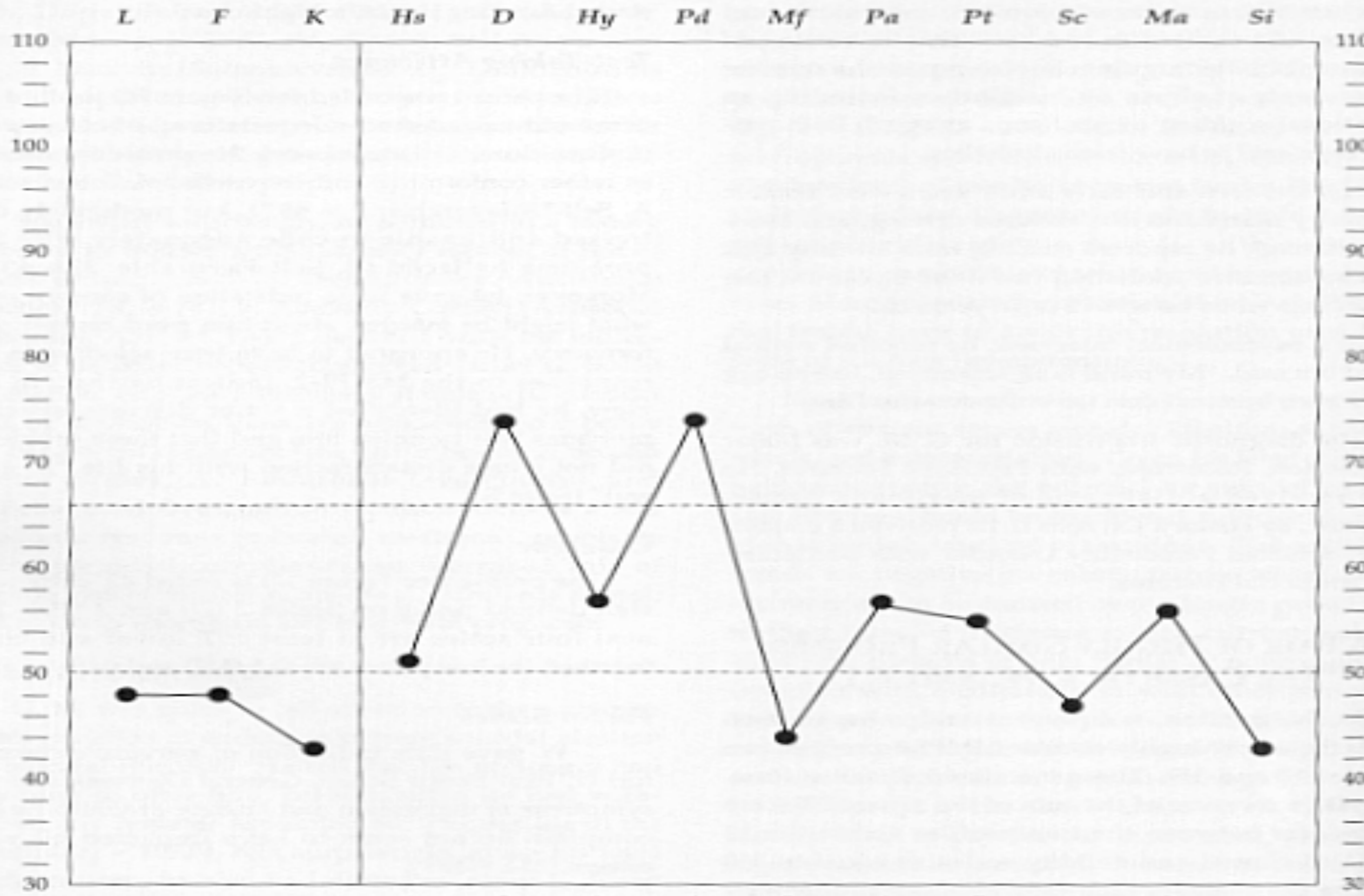
# FEEDBACK

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# Diagnose and adios!

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*What is the patients' return on investment - Will they find a 15-minute "Diagnose and Adios" session was worth all that time? If all they leave with is a diagnosis, then whoop-de-\$%^!-do! – Mark Barisa, Ph.D.*



	<i>L</i>	<i>F</i>	<i>K</i>	<i>Hs</i>	<i>D</i>	<i>Hy</i>	<i>Pd</i>	<i>Mf</i>	<i>Pa</i>	<i>Pt</i>	<i>Sc</i>	<i>Ma</i>	<i>Si</i>
<b>T Score</b>	48	48	43	51	74	57	77	44	57	55	47	56	43

Unanswered (?) Items = 6



# Feedback as a psychotherapeutic moment

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# Performance Validity Tests

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# Empowering patients and families

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*It's my belief that we should try to change something about the family's and the child's lives with our exams. If we just give them good information and they walk out the door and nothing happens, then we didn't do our job. ....so when they walk out the door, they will be inspired, empowered, and have access to new resources, so they can do something that can change their child's life- Mark Mahone, Ph.D.*

# Presidential Assistant

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# Standard Transmission Metaphor for Children with Special Needs

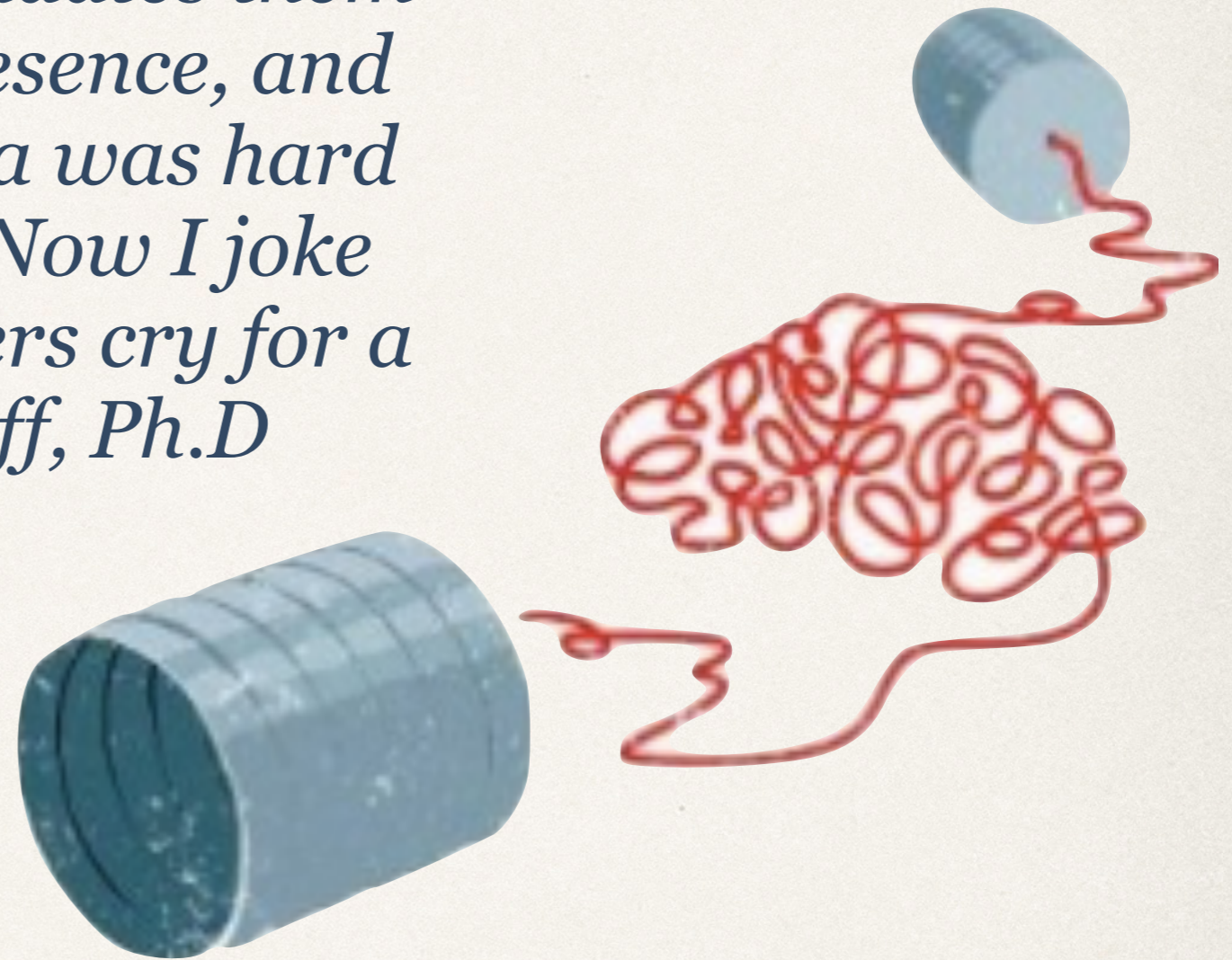



# Permission to Grieve

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*Your child was not the only one who was injured. You were also injured, just not physically. There needs to be a healing process for you as well. -Michael Kirkwood, Ph.D.*

*“Giving parents space and your presence to grieve provides so much hope, because it validates their feelings, validates them as people. Providing that presence, and not just rushing through data was hard for me when I first started. Now I joke sometimes that I make mothers cry for a living!” – Hillary Shurtleff, Ph.D*





Permission to Accept the  
Diagnosis or “Label”

leaving the door of hope open





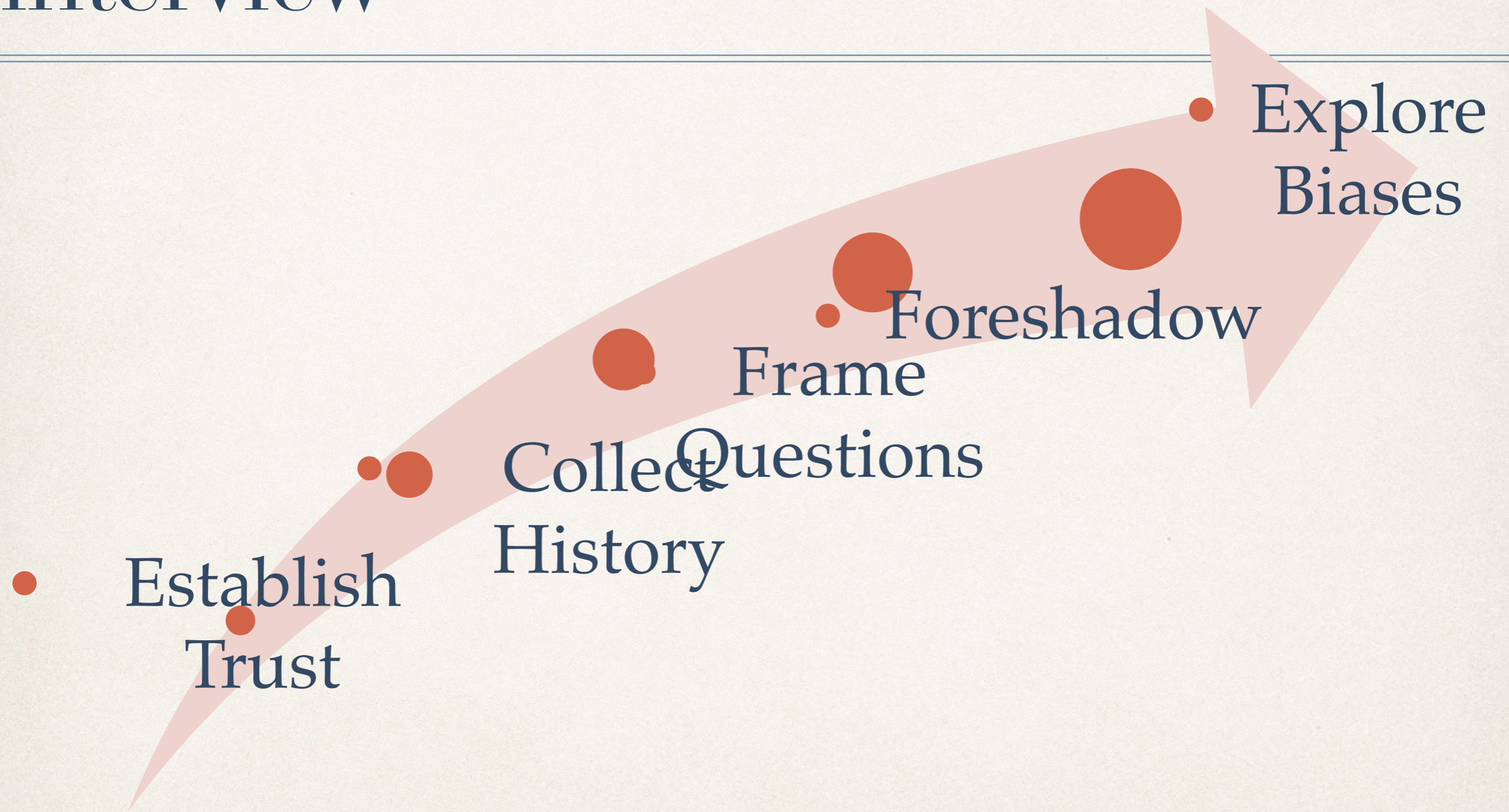
# Feedback Protocols

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# Feedback begins at the initial interview

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# Feedback begins at the initial interview

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*If the history is done well, then during the feedback session 90% of your work is done. You know what the family's concerns were, what their theories were, the theories of the school, and so on... Those questions and issues provide the fundamental place where you begin feedback.*

*-Karen Wills, Ph.D.*

# Who attends

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# Props: Brain in a Bag

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# Two killed in Franktown collision

FRANKTOWN, (Daily)—Two people were dead as the result of a severe collision here earlier today at about 10:30 a. m. early today morning.

Twenty six year old Paul Francis Stealy, 2014 Russell St. E., struck Paul, and passenger James Joe Gilmore, 24, of Alameda, were killed when the automobile they were in collided with a southbound vehicle driven by a Franktown man.

The driver, Arthur Gandy, 35, and the physical passenger Margaret Barnick, also of Franktown, received minor injuries.

The accident apparently occurred when Stealy's westbound vehicle failed to negotiate a curve and struck the southbound car. Both were pronounced dead at the scene by Franktown police officer Dr. W. J. Hanson.

Damage to Stealy's car is estimated at \$7500, and to Gandy's at \$2000, it was

Stealy was an employee of the Edison Research Center. He is survived by his wife, Jane Marjorie, his parents, William and Kathleen, of Omaha, Pa., and sisters Mrs. Elsie Lake and Mrs. Ann Marie Frank, both of Franktown.

Funeral services were held today (Wednesday) at 10 a. m.

interred at St. Philip the Apostle cemetery, Franktown.

Gilmore was a college student and former graduate of Missouri State High School, and is a brother of William, State Highway Commissioner and the late Harold Gilmore. He has two younger brothers, David and James.

Funeral services were held today (Wednesday) at 10:30 a. m. interred at Saint Paul Cemetery, Alameda.



# Social Pragmatics

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# Voice and authority

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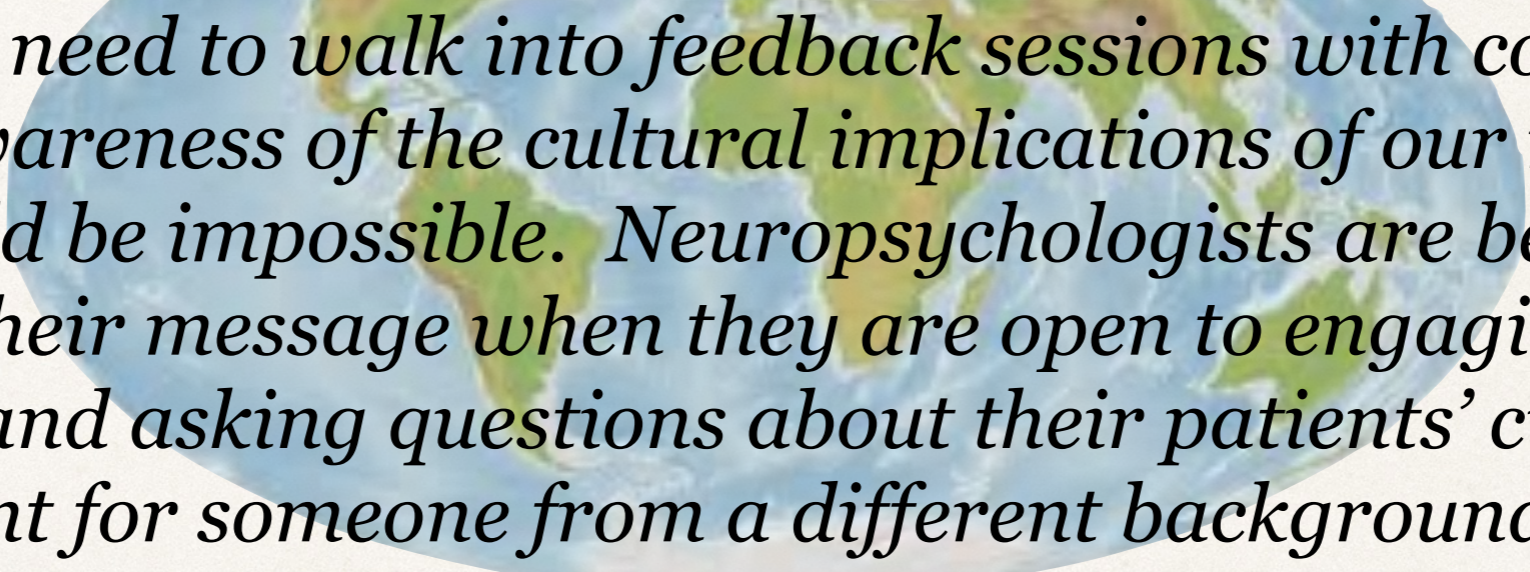
# Dress

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# Diverse patient populations

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*We don't need to walk into feedback sessions with complete a priori awareness of the cultural implications of our message: that would be impossible. Neuropsychologists are best able to pitch their message when they are open to engaging in a dialogue and asking questions about their patients' culture. It's important for someone from a different background to be ok with not knowing everything. So even if I suspect I know a different culture well, it's important to give the patient a chance to tell me. I will invite them to do so by directly asking, 'How's this in your culture.' Or 'From your background, how do you deal with this?' When I am on their turf, I find out about their turf. - Tony Wong, Ph.D.*

# TESTIMONY

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**McDonald's**

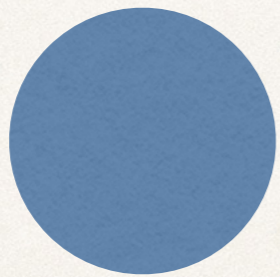
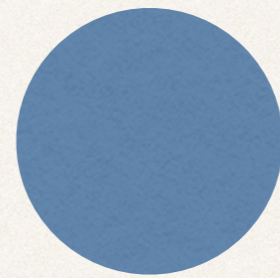
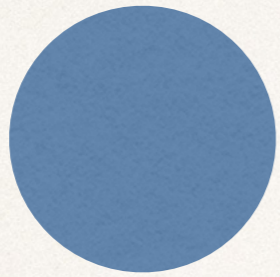
**DRIVE-THRU**



Person centered credibility







Direct

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Cross

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# Social pragmatics of cross

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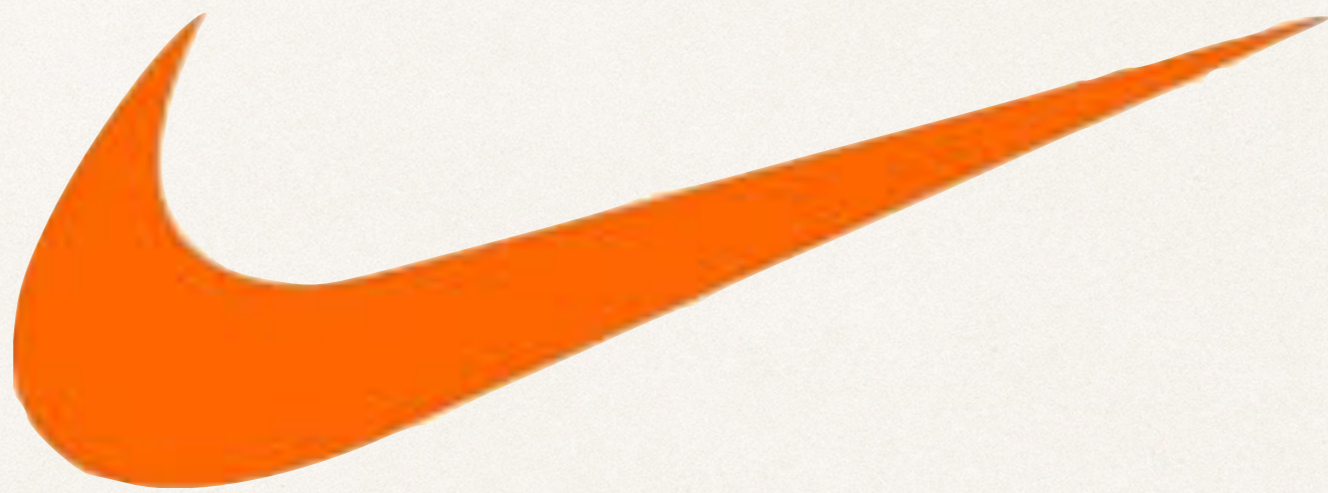






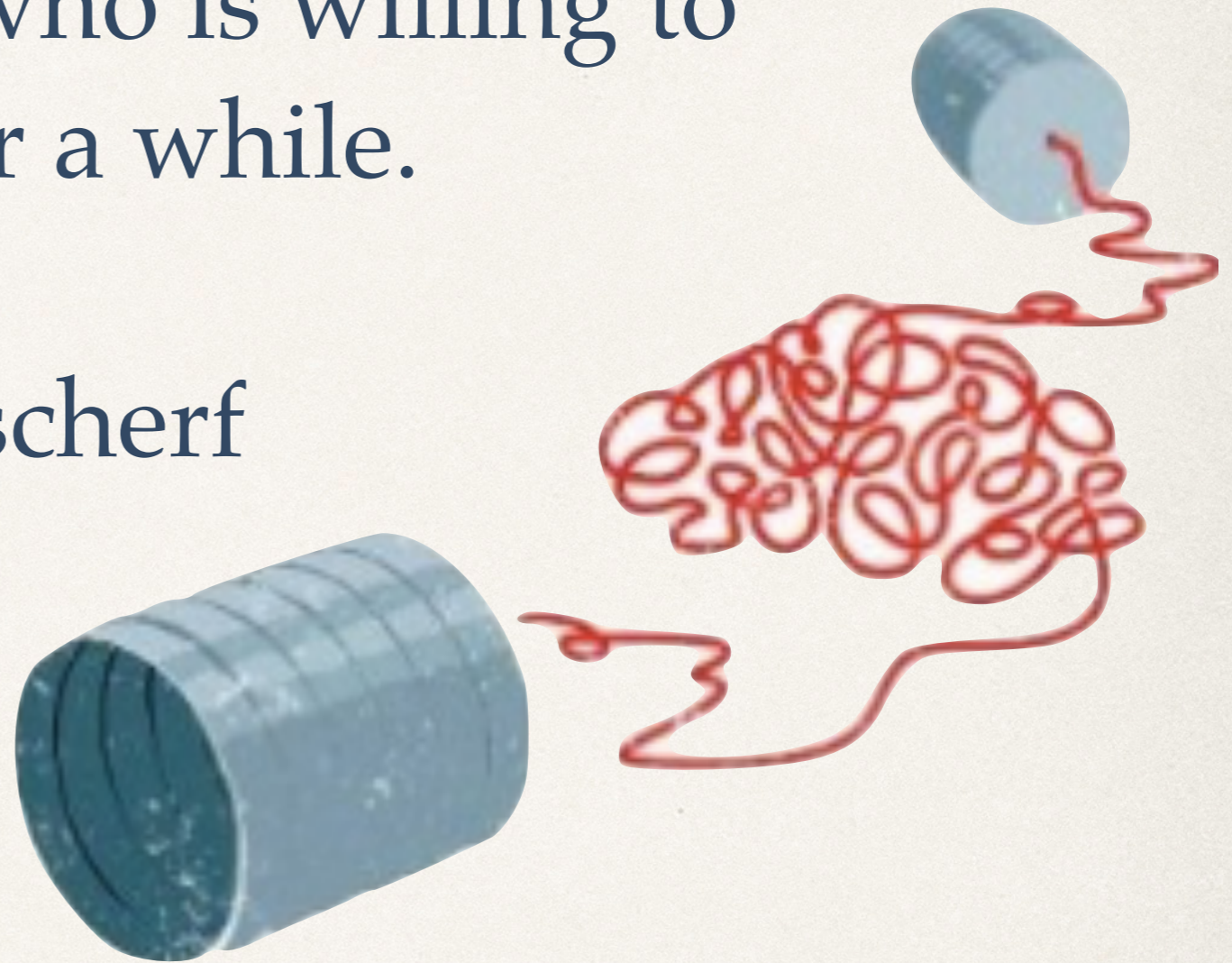


# Jargon Jeopardy!



There is nothing that I do for a living  
that is so mysterious that I can't  
explain it to someone who is willing to  
pay attention for a while.

-Robert Kinscherf



“Neuropsychology is total psychology. Everything you have ever learned about child development, family therapy, psychopathology, testing, evaluation, communication skills, and life in general. There is nothing you have learned in your entire life that won't be important, and you will use it all at once. This is the coolest and most complicated thing you will ever do.”

Byron Rourke

