

# EPIDEMIOLOGIA E PSICHIATRIA SOCIALE

EDITOR MICHELE TANELLA

## SEQUENCE ANALYSES OF PATIENT- PROVIDER INTERACTION

GUEST EDITORS: JOZIEN BENSING &  
CHRISTA ZIMMERMANN

77

### Presentation of a Special Issue of EPS

*M. Tansella*

78

### Introduction. Sequence analysis of patient-provider interaction

*J. Bensing, L. Zandbelt, C. Zimmermann*

81

### Event-based categorical sequential analyses of the medical interview: a review

*M.A. Mazzi, L. Del Piccolo, C. Zimmermann*

86

### A patient-centred approach to defining and assessing interviewing competency

*C. Heaven, P. Maguire, C. Green*

92

### Doctors' responses to patients' concerns: testing the use of sequential analysis

*A. van den Brink-Muinen, W. Caris-Verhallen*



Il Pensiero Scientifico Editore

**Con il cuore...**

**con la testa**



**INNOVA PHARMA**

**Il nuovo modo di essere Azienda**



# EPIDEMIOLOGIA E PSICHIATRIA SOCIALE

## Direttore

Michele Tansella

## Comitato Direttivo

F. Amaddeo (Verona)	G. de Girolamo (Bologna)	A. Marinoni (Pavia)
F. Asioli (Bologna)	C. Faravelli (Firenze)	R. Micciolo (Trento)
M. Balestrieri (Udine)	G. Ferrari (Bologna)	P. Morosini (Roma)
C. Barbui (Verona)	A. Fioritti (Rimini)	G. Muscettola (Napoli)
C. Bellantuono (Verona)	T. Losavio (Roma)	M. Ruggeri (Verona)
A. Biggeri (Firenze)	L. Magliano (Napoli)	B. Saraceno (Ginevra)
M. Casacchia (L'Aquila)	M. Maj (Napoli)	Ch. Zimmermann (Verona)

## Comitato Internazionale di Consulenza

B. Cooper (London)	D. A. Regier (Washington)
B. P. Dohrenwend (New York)	L. N. Robins (St. Louis)
Sir D. Goldberg (London)	N. Sartorius (Geneva)
A. S. Henderson (Canberra)	S. Sytema (Groningen)
A. Jablensky (Perth)	G. Thornicroft (London)
J. Leff (London)	J. L. Vazquez-Barquero (Santander)
A. Lesage (Montreal)	M. M. Weissman (New York)
P. Munk-Jørgensen (Aarhus)	G. Wilkinson (Liverpool)
E. S. Paykel (Cambridge)	H. U. Wittchen (Munich)

## Redattore-Capo e Responsabile dei rapporti con l'Editore

R. Fianco (Verona)

## Gruppo di produzione editoriale

Direttore responsabile: Francesco De Fiore; Produzione: Roberto Bonini

Pubblicità: Luciano De Fiore, Sylvie Ruzzin; Abbonamenti: Roberto Ciapponi

Fotocomposizione e stampa: T.E.R. Tipografica Editrice Romana, Via M. Boldetti 22, 00162 Roma

Aut. Tribunale di Roma n. 62/92. Finito di stampare: giugno 2003

## Questa rivista è recensita in:

Excerpta Medica/Embase  
Faxon Finder  
Faxon XPRESS  
Index Medicus/MEDLINE  
Lettera (Ist. Mario Negri)  
Mental Health Abstracts  
Psychological Abstracts  
APA/PsycINFO  
Sociological Abstracts

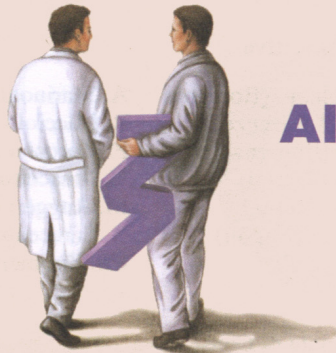
Sommario e informazioni su EPS su Internet, alla pagina  
<http://www.med.univr.it/psymed/eps/eps.htm>



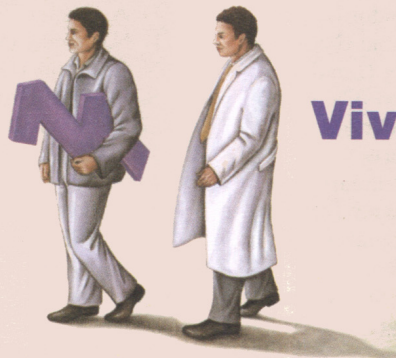
Il Pensiero Scientifico Editore



## Trattamento Affidabile



## Alleanza Terapeutica



## Vivere il Futuro



# EPIDEMIOLOGIA E PSICHIATRIA SOCIALE

Volume 12, Numero 2, Aprile-Giugno 2003

## SOMMARIO

### SEQUENCE ANALYSES OF PATIENT-PROVIDER INTERACTION

GUEST EDITORS: JOZIEN BENSING & CHRISTA ZIMMERMANN

<b>Presentation of a Special Issue of EPS, M. Tansella</b>	Pag.	77
Introduction. Sequence analysis of patient-provider interaction, <i>J. Bensing, L. Zandbelt, C. Zimmermann</i>	»	78
Event-based categorical sequential analyses of the medical interview: a review, <i>M.A. Mazzi, L. Del Piccolo, C. Zimmermann</i>	»	81
A patient-centred approach to defining and assessing interviewing competency, <i>C. Heaven, P. Maguire, C. Green</i>	»	86
Doctors' responses to patients' concerns: testing the use of sequential analysis, <i>A. van den Brink-Muinen, W. Caris-Verhallen</i>	»	92
Doctors' responses to patients' concerns: an exploration of communication sequences in gynaecology, <i>S. van Dulmen, M. Nübling, W. Langewitz</i>	»	98
A theory-based approach to analysing conversation sequences, <i>W. Langewitz, M. Nübling, H. Weber</i>	»	103
Exploring rare patient behaviour with sequential analysis: an illustration, <i>H. Eide, V. Quera, A. Finset</i>	»	109
Patient cues and medical interviewing in general practice: examples of the application of sequential analysis, <i>C. Zimmermann, L. Del Piccolo, M.A. Mazzi</i>	»	115
Sequential analysis of the phasing of the medical interview, <i>L. Meeuwesen</i>	»	124
<b>Società Italiana di Epidemiologia Psichiatrica (SIEP)</b> Sesto Congresso Nazionale SIEP (Sirmione, Brescia, 6-8 Novembre 2003)	»	130

© Copyright. Il Pensiero Scientifico Editore s.r.l.: I diritti di traduzione, di memorizzazione elettronica, di riproduzione e di adattamento totale o parziale con qualsiasi mezzo (compresi i microfilm e copie fotostatiche) sono riservati per tutti i paesi. La violazione di tali diritti è perseguibile a norma di legge per quanto previsto dal Codice penale.

# EPIDEMIOLOGIA E PSICHIATRIA SOCIALE

## NOTIZIE AMMINISTRATIVE

### Abbonamenti per l'anno 2003

per l'Italia	
Privati.....	€ 55
Istituti, Enti, Biblioteche	
Ospedali, USL .....	€ 90
per l'estero .....	€ 140

L'abbonamento decorre da gennaio a dicembre.

In caso di disdetta dell'abbonamento è gradita una tempestiva comunicazione scritta.

Per i fascicoli eventualmente non ricevuti l'abbonato potrà fare richiesta all'editore. Se la richiesta sarà tempestiva, il fascicolo duplicato sarà fornito gratuitamente; altrimenti verrà addebitato in contro assegno (prezzo del fascicolo più spese postali).

Un fascicolo separato ..... € 23,50

Garanzia di riservatezza per gli abbonati: l'Editore garantisce la massima riservatezza dei dati forniti dagli abbonati e la possibilità di richiederne gratuitamente la rettifica o la cancellazione scrivendo a: Il Pensiero Scientifico Editore, Ufficio promozione, Via Bradano 3/c, 00199 Roma. Le informazioni custodite nell'archivio elettronico del Pensiero Scientifico Editore verranno utilizzate al solo scopo di inviare agli abbonati vantaggiose proposte commerciali (legge 675/96 tutela dati personali).



Questo periodico è iscritto all'U.S.P.I.  
Unione Stampa Periodica Italiana

### Pagamento

Per abbonamenti arretrati e fascicoli arretrati sono validi i prezzi dell'anno corrente.

Le richieste e i versamenti debbono essere effettuati a:

Il Pensiero Scientifico Editore - Ufficio Abbonamenti - via Bradano, 3/C - 00199 Roma, tel. 06 86282/339 - fax 06 86282250. Numero verde: 800-259620.

La quota di abbonamento può essere pagata a mezzo di assegno circolare, assegno di conto corrente, vaglia postale. Può anche essere versata sul c/c postale n. 902015.

Gli Enti, Istituti, Biblioteche, Ospedali, USL, che desiderano la fattura dovranno farne richiesta al momento dell'ordine di abbonamento. Questo sarà attivato dopo il saldo della fattura.

Non saranno evase richieste di ricevute o fatture successive al momento dell'ordinativo.

L'I.V.A. è compresa nel prezzo di abbonamento (art. 74/C D.P.R. 633/72).

### Inserzioni pubblicitarie

Le richieste vanno indirizzate a:

Il Pensiero Scientifico Editore  
Servizi di Comunicazione Integrata  
Via Bradano 3/c - 00199 Roma  
Tel 06/86282337/346 (Diretto). Fax 06/86282250  
E-mail: pensiero@pensiero.it  
Website: <http://www.pensiero.it>



# EPIDEMIOLOGIA E PSICHIATRIA SOCIALE

Volume 12, Number 2, April-June 2003

## CONTENTS

### SEQUENCE ANALYSES OF PATIENT-PROVIDER INTERACTION GUEST EDITORS: JOZIEN BENSING & CHRISTA ZIMMERMANN

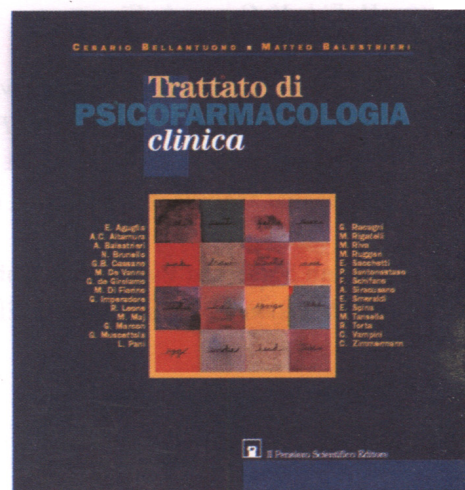
<b>Presentation of a Special Issue of EPS, <i>M. Tansella</i></b>	Page	77
Introduction. Sequence analysis of patient-provider interaction, <i>J. Bensing, L. Zandbelt, C. Zimmermann</i>	»	78
Event-based categorical sequential analyses of the medical interview: a review, <i>M.A. Mazzi, L. Del Piccolo, C. Zimmermann</i>	»	81
A patient-centred approach to defining and assessing interviewing competency, <i>C. Heaven, P. Maguire, C. Green</i>	»	86
Doctors' responses to patients' concerns: testing the use of sequential analysis, <i>A. van den Brink-Muinen, W. Caris-Verhallen</i>	»	92
Doctors' responses to patients' concerns: an exploration of communication sequences in gynaecology, <i>S. van Dulmen, M. Nübling, W. Langewitz</i>	»	98
A theory-based approach to analysing conversation sequences, <i>W. Langewitz, M. Nübling, H. Weber</i>	»	103
Exploring rare patient behaviour with sequential analysis: an illustration, <i>H. Eide, V. Quera, A. Finset</i>	»	109
Patient cues and medical interviewing in general practice: examples of the application of sequential analysis, <i>C. Zimmermann, L. Del Piccolo, M.A. Mazzi</i>	»	115
Sequential analysis of the phasing of the medical interview, <i>L. Meeuwesen</i>	»	124
<b>Italian Society of Psychiatric Epidemiology (SIEP)</b> Sixth National Meeting of the SIEP (Sirmione, Brescia, 6th-8th November 2003)	»	130



Più unico che raro

Il Pensiero Scientifico Editore

[www.pensiero.it](http://www.pensiero.it)





# EPIDEMIOLOGIA E PSICHIATRIA SOCIALE

## INSTRUCTIONS FOR AUTHORS

*Epidemiologia e Psichiatria Sociale* (EPS) publishes research articles relating to the field of mental health and social psychiatry. Epidemiologists, psychiatrists, psychologists, statisticians and other researchers and mental health workers are invited to send their contributions. EPS is published every three months (in February, May, August and November).

Besides *original articles* (no more than 4000 words, plus references) and *short papers* (no more than 2500 words, plus references) which report empirical findings, *methodological contributions*, *literature reviews* and *reports about clinical experience* (including the development and organisation of Mental Health Services) will also be considered by the Editor. Contributions can be in English or Italian. EPS also publishes *Editorials*, both in English and Italian, and *Papers*, in English, by invitation. EPS also publishes *Documents*, to provide information and news related to different aspects of psychiatric care, for example about legal and regulatory issues, etc., that may be of interest not only to professionals in the field, but also to administrators, technicians and officers of Local Health Units (Aziende ULSS, Aziende Ospedaliere) and Regional Health Offices. Finally there is the section *Instruments* (edited by Mirella Ruggeri), that focuses upon scales, questionnaires and other assessment measurements, relevant to epidemiological psychiatric research.

Manuscripts for publication with all figures and tables should be sent, with 3 copies, to the Editor at the following address:

Professor Michele Tansella, Dipartimento di Medicina e Sanità Pubblica, Sezione di Psichiatria, Università di Verona, Ospedale Policlinico G.B. Rossi, Piazzale A.L. Scuro 10, 37134 Verona, Italy.

Submission via e-mail is also accepted: The paper must be written in Word for Windows and should include all figures and tables, possibly in the same file. The covering letter should be on a separate file. The Editor's e-mail address is the following:

michele.tansella@univr.it

The main author must state in their covering letter that the study has not been previously published and that the submitted paper is not under consideration elsewhere. Contributions are accepted for publication after peer review. The papers that are published will be protected by copyright.

### MANUSCRIPTS

Articles should be typed double-spaced throughout, on one side of paper only and with wide margins.

On the first page of the manuscript there should be: a full title (in both Italian and English, if possible); a short title; the names and surnames of all the authors; the institute to which each author is affiliated; and at the bottom of the page, the full mailing address of the author to whom correspondence should be sent. Please also supply a phone and fax number, with an international code, as well as your e-mail address. The second and third pages should contain a summary of the paper, in English. The summary of original articles, brief reports and literature reviews should be no longer than 200 words and should be subdivided into the following sections: *Aims* (summarise aims and objectives of the work); *Methods* (data sources, criteria of inclusion/exclusion of reviewed papers, etc.); *Results* (most important findings obtained); *Conclusions* (that is directly supported by data). After the Summary, please provide *Key Words* (in English) and a *Declaration of Interest*, in which Authors must declare:

- i. any grants and financial support received for the study;
- ii. any forms of financing (included pharmaceutical company support and any *honoraria* for consultancies or interventions received by each author in the last two years)
- iii. any other involvements that might be considered a conflict of interest in connection with the submitted article.

For Articles in Italian, a Summary ("Riassunto") no longer than 200 words is required before the "Bibliografia". The summary should be subdivided into the following sections: *Scopo* (summarise aims and objectives of the work); *Metodo* (data sources, criteria of inclusion/exclusion of reviewed papers, etc.); *Risultati* (most important findings obtained); *Conclusioni* (that is directly supported by data). After the "Riassunto" please provide *Key Words* ("Parole chiave") in Italian.

Editorials and manuscripts published in sections *Documents* and *Instruments*, do not require summaries. Any acknowledgements should be included at the end of the manuscript, before the references.

Authors should follow carefully the following instructions:

- divide the manuscript into headings (e.g. for experimental studies: Introduction, Method, Results, Discussion);
- underline in the text words and phrases which should be printed in italics;
- use before decimals a dot rather than a comma (English style) both in the text and in tables and figures (e.g. 0.08);
- cite in the text only the references that are included in the reference list. For articles by a single author, provide the surname and year of publication (e.g.: Reissland, 2000). For the articles published by two authors, provide both surnames, with the symbol '&' between them and the year of publication (e.g.: Evans & Huxley, 2001). For articles by more than two authors, provide only the first name followed by *et al.* and the year of publication (e.g. Atkinson *et al.*, 1997).
- if there is more than one reference by the same author(s) in the same year of publication, indicate this with letters a, b, c after year of publication both in the text and in the reference list (e.g.: Jones, 1999a; Jones, 1999b; etc.).

### REFERENCES

At the end of the paper, all the references should be listed according the Harvard style. Please follow the instructions below:

**Journal articles.** All the authors must be listed. Indicate the surname(s) followed by the initials of each author, year of publication (in parenthesis), title of article (capital initial letter only for the first word of title), Journal name (not abbreviated and underlined), volume number, first and last pages.

Bridges K., Goldberg D., Evans B. & Sharpe T. (1991). Determinants of somatization in primary care. *Psychological Medicine* 21, 473-483.

**Journal Supplement articles.** After the author(s), year of publication and title (see above), indicate title of supplement (underlined, capital first letters for all the title's words), editors' initials, journal name (not abbreviated), supplement number, volume number, first and last pages (with symbol pp.).

Martini P., Cecchini M., Corlito G., D'Arco A. & Nascimbeni P. (1985). A model of a single comprehensive mental health service for a

catchment area: a community alternative to hospitalisation. In *Focus on the Italian Psychiatric Reform* (eds. C. Perris and D. Kemali), *Acta Psychiatrica Scandinavica*, Suppl. 316, vol. 71, pp. 95-120.

**Chapters from Books.** After the author(s), year of publication and title (see above), indicate the title of the book (underlined, capital first letters for all the title's words), authors' and editors' initials, first and last pages (see above), publishers and place of publication (with colon).

Klerman G. & Weissman M. (1989). Continuities and discontinuities in anxiety disorders. In *The Scope of Epidemiological Psychiatry* (ed. P. Williams, G. Wilkinson and K. Rawnsley), pp. 181-195. Routledge: London.

**Articles from Conference proceedings, Workshops, etc.**

Balestrieri M., Arreghini E., Marino S. & Bellantuono C. (1989). I disturbi emotivi nella medicina di base: una rassegna degli studi epidemiologici nell'area di Verona. In *Atti del 37 Congresso Nazionale della Società Italiana di Psichiatria*, pp. 41-46. CIC Edizioni Internazionali: Roma.

**Books and Monographs.**

**Individual Author(s):**

Shepherd M., Cooper B., Brown A. C. & Kalton G. (1966). *Psychiatric Illness in General Practice*. Oxford University Press: Oxford.

**Editor(s) :**

Cooper B. (ed.) (1987). *Psychiatric Epidemiology. Progress and Prospects*. Croom Helm: London.

**Institutional Author:**

American Psychiatric Association (1987). *Diagnostic and Statistical Manual of Mental Disorders* (3rd. ed. revised). American Psychiatric Association: Washington DC.

**Publications in press, submitted for publication.**

Hoffman B.F. & Cranefield P.F. (in press). *Electrophysiology of the Heart*. New York: McGraw-Hill.

Hoffman B.F. & Cranefield P.F. (submitted for publication). *Electrophysiology of the Heart*. New York: McGraw-Hill.

**E-Journal.**

Fredrickson B.L. (2000). Cultivating positive emotions to optimise health and well-being. *Prevention & Treatment* [online] 3. Retrieved November 20, 2000, from <http://journals.apa.org/prevention/volume3/pre0030001a.html>

**CD-ROMs.**

Hawking, S.W. (1994). *A Brief History of Time: An Interactive Adventure* [CD-ROM]. Crunch Media: New York.

**Web site.**

GVU's 8th WWW user survey (2000). Retrieved August 8, 2000, from <http://www.cc.gatech.edu/gvu/usersurveys/survey1997-10/>

## TABLES AND FIGURES

Indicate the desired position of the table or figure in the manuscript. Put tables on separate sheets, one to a page, and numbered consecutively *with Roman numbers*, with an appropriate heading. In the text, tables must be cited without abbreviations (e.g. table I).

Figures ready for reproduction can be attached to the manuscript. In the text they must be cited without abbreviations. All the figures (graphs, pictures, plans, etc.) must be numbered consecutively *with Arabic numbers* (e.g. figure 1). Each figure should be followed by a legend (title). Both figure and legend should be prepared on a separate sheet. On the back of each figure, the name of the first author of the manuscript should be indicated. Only tables and figures which are considered *essential*, should be included.

## GUIDELINES FOR AUTHORSHIP

With articles by more than one author, each author must have participated sufficiently in the work to take public responsibility for the content. Authorship credit should be based on substantial contribution to: a) conception and design, or analysis and interpretation of data, or both; b) drafting the article or revising the content critically; c) final approval of the version to be published. Participation solely in the collection of data does not justify authorship. Any part (included in points a, b, c) of an article critical to its main conclusion must be the responsibility of at least one author.

N.B. Accepted papers will be returned to the corresponding author for corrections and answers to editorial queries. The manuscript should be corrected and 2 copies of the final version sent to Dr. R. Fianco (Dipartimento di Medicina e Sanità Pubblica, Sezione di Psichiatria, Università di Verona, Ospedale Policlinico G.B. Rossi, Piazzale A.L. Scuro 10, 37134 Verona, Italy), together with a copy on a diskette, in Word for Windows (RTF format). Publication will be delayed if corrections and changes made by authors are inaccurate, so special attention to this process is requested.

A final proof copy will be sent to the corresponding author. For each article, 15 free off prints will be provided. Extra off prints can be ordered when the final proof copy is returned.

## SUBMISSION INSTRUCTIONS

Authors are requested to deliver the final, accepted version of their manuscripts on diskette, or by e-mail.

- **Storage medium.** 3.5 inch diskette for Windows format.
- **Software.** Word 98 or subsequent are preferred, in RTF format. The use of desktop publishing software (Aldus Page maker, Quark Xpress, etc.) is discouraged. If you prepared your manuscript with such a program, export the text to a word processing format.
- **Format.** Keep the document as simple as possible. Refrain from any complex formatting. Do not use footnotes.
- **Illustrations.** Submission of electronic illustrations is encouraged, but not essential. Submit illustrations on a separate diskette from the text. TIFF and EPS files or native application files are acceptable. For grey scale and colour figure submissions, please contact Dr. Fianco for more detailed instructions.
- **File name.** Submit each article as a single file. Name each file with your last name (not to exceed 8 letters), followed by a full stop, plus the three-letter extension. If your last name exceeds eight letters, it should be truncated to fit: For example, files prepared by author Abbagnale would be named: Abbagnal.rtf.
- **Disk label.** Label all diskettes with your name, the file name, and the program used.
- **Paper copy.** The diskette must be accompanied by hard paper copy. If the disk and paper copy differ, the paper copy will be considered the definitive version.

Please refer any questions to:  
Dr. Renato Fianco  
[renato.fianco@univr.it](mailto:renato.fianco@univr.it)  
Telephone: +39 - 045-807.4441  
Fax: +39 - 045-585.871.