



Workshop name

Doctor Patient Communication to Enhance Health Outcomes

Better time management, greater compliance, improved patient satisfaction, reduced risk of litigation

Target audience

General Practitioners and Specialists

Duration

4.5 hours

Number of participants

Optimum 7-15 Minimum: 5 Maximum: 25

Other recommended workshops

Recommended to undertake before this workshop:

- Mastering Difficult Patient Interactions
- Clinical Communications Program

See overviews at www.cognitiveinstitute.org

CME

Refer to College Accreditation and Points Document at www.cognitiveinstitute.org or email enquiries@cognitiveinstitute.org

Format

Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities, rehearsal of skills.

Brief didactic presentations will provide the focus for small group sessions in which participants are able to share experience and pool knowledge, enabling critical comparison of their skills with their peers and peer learning. Videotaped case vignettes will be used to enable participants to analyse and reflect upon their own skills. The format has been carefully structured to enable a mix of lectures, discussion, critical reflection and evaluation.

Presenter

All presenters of Cognitive Institute workshops are Doctors who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.

Premise

Research now shows that a Doctor's communication skills are the most important factor in

- increasing Doctor and patient satisfaction
 - preventing litigation
 - increasing patient adherence to therapies
 - improving patient health outcomes
 - improving time management
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Overview

Doctors who consistently use effective communication techniques achieve positive Doctor-patient interactions, experience less malpractice litigation and achieve greater patient cooperation. This research also shows that communication training is an effective way to help practitioners achieve these results.

This workshop is designed to give Doctors practical skills to apply effective communication techniques consistently in their practice.





A module of complete medical care is presented to Doctors, involving both biomedical tasks and communication tasks.

The communication tasks are called the Four E's and are:

- Engage
- Empathise
- Educate
- Enlist

Doctor Patient Communication uses videotaped case studies as a vehicle for small group interaction around realistic issues involving patients with standard conditions.

Participants practice using strategies with live case situations and receive feedback from their peers. To facilitate continued investigation of the evolving technology of patient motivation, the workbook includes an extensive annotated bibliography.

Communication statistics

70% of litigation is related to poor communication

- Desertion
- Devaluation
- Lack of information
- Lack of understanding

Beckman 1994

80% of complaints received related to poor communication

Health Services Commissioner Victoria Report 1988

Research shows healthcare workers with effective communication skills have higher levels of job satisfaction

Caris-Verhallen and Kerkstra et al 1997, Suchman and Roter et al 1993

Patients' assessment of quality is related more to perceived attitudes and feelings than technical competence

Bailey and Wilkinson 1998

Studies show effective communication skills affect patients outcomes

- Compliance
- Pain control
- Emotional and psychological distress
- Rate of recovery
- BP and blood glucose control

Bartlett and Grayson et al 1984, Stewart 1995

Authors

This workshop was developed by the Institute for Healthcare Communication in the USA. The Cognitive Institute has adapted the materials for the Australasian context.

For information on the Cognitive Institute, presenters and workshops visit www.cognitiveinstitute.org

To book a workshop call Head Office on 61 7 3876 5711
or email enquiries@cognitiveinstitute.org

