



**Workshop name**

**Mastering Healthcare Communication**

Improving communication skills for better time management, greater compliance and improved patient satisfaction.

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**Target audience**

Nurses and Allied Health Professionals

- Enrolled nurses
  - Community nurses
  - Physiotherapists
  - Speech therapists
  - Radiographers
  - Occupational therapists
  - Social workers
  - Specialised clinical therapist
  - Dieticians
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**Duration**

3.5 hours

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**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.

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**Number of participants**

Optimum 7-15  
Minimum 5  
Maximum 25

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**Other recommended workshops**

**Recommended to undertake after this workshop:**

- Mastering Difficult Clinical Interactions

See overview at [www.cognitiveinstitute.org](http://www.cognitiveinstitute.org)

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**Premise**

International research proves healthcare professionals can reduce risk of litigation by improving communication skills and better managing patient expectations.

Research also proves improved communication skills increases patient satisfaction and health outcomes.

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**Objectives**

**Participants learn:**

- The principles of good communication
  - Why people behave in certain ways
  - Strategies to increase patient adherence to bookings
  - Proven ways to deal with complaints
  - Strategies to neutralise a hostile conversation
  - Ways to deal with anger - yours and the patient's
  - How to read non-verbal communication
  - The skills of listening and being heard
  - Negotiating and mediation skills
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## Overview

The complexity of work for healthcare professionals in modern healthcare facilities has increased enormously. This places enormous pressure on interactions with patients, yet many healthcare professionals have not acquired the key skills required to interact effectively.

Good interpersonal skills have been shown to have an important effect on the welfare of patients, professional satisfaction, time management and the risk of complaint and litigation. This workshop analyses the important link between interpersonal skills and outcomes for patients and the healthcare professional.

In a fast paced, interactive format, participants explore the latest literature and understanding around effective communication and then to rehearse key interaction skills that make a difference. They are also provided with opportunities to reflect on the effect the quality of their interactions with other healthcare professionals has on both patients' and their own satisfaction.

A key area of the workshop is the exploration of the nature of patient expectations and how patient's use the interpersonal skills of healthcare professionals as the major indicator of technical competence. This workshop also provides specific techniques for increasing patient recruitment to follow through on the advice and instructions provided by their healthcare professionals.

Participants will be challenged to reflect on their own performance as well as identify and rehearse the key skills necessary to maintain good patient relationships in a time efficient way – an essential requirement in today's healthcare environment.

Participants will leave the workshop having learned practical and effective skills they can implement immediately to improve communication and reduce complaints.

## Communication statistics

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

*Caris-Verhallen, Kramer et al., Suchman et al., 1993*

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

*Bailey and Wilkinson, 1998*

Patients' assessment of the **quality of personal interactions** is underestimated by healthcare workers in determining satisfactory care

*Lynn and McMillen, 1999*

Studies show effective communication skills **affect patient outcomes** such as:

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

*Bartlett, Grayson et al., 1984; Stewart, 1995*





## Risk statistics

### Good communication:

- Decreases misunderstanding and repetition
- Decreases patient anxiety
- Allows patients to have their concerns identified and dealt with “up front”
- Allows you to “get on with the job”

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### What motivates patients to sue?

- Adverse outcomes in 3.7% of admissions
- 1 in 4 adverse outcomes (1% of total) due to negligence
- Only 12% of patients who suffered negligence filed a lawsuit

*Harvard study*

2 out of 3 claims come from patients with no adverse outcome or an adverse outcome not due to negligence!

*Leape et al., 1991*

### 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*

## Presentation options

### Cognitive Institute presenter

An accredited Cognitive Institute presenter can deliver this workshop.

All Cognitive Institute presenters are Doctors or Healthcare Professionals who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute

### Inhouse presenter

Individuals and organisations can reduce the cost of delivering the Mastering Healthcare Communication workshop by training an inhouse presenter.

The trainee undergoes intensive training and the institution is then free to present as many workshops as desired.

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**For information on the Cognitive Institute, presenters and workshops visit [www.cognitiveinstitute.org](http://www.cognitiveinstitute.org)**

**To book a workshop call Head Office on 61 7 3876 5711 or email [enquiries@cognitiveinstitute.org](mailto:enquiries@cognitiveinstitute.org)**

