



Workshop name	Risk Management Masterclass The best of Cognitive Institute risk management and communication skills workshops plus skills development with actor-simulated patients
Target audience	All medical specialties, with specialty specific patient cases
Duration	Full day program – Usually 9am to 5.30pm
Number of participants	8 to 64, in multiples of 8
CME	Refer to College Accreditation and Points Document at www.cognitiveinstitute.com.au or email enquiries@cognitiveinstitute.com.au
Format	1 Day Program <ul style="list-style-type: none">■ Morning – lectures■ Afternoon – facilitated sessions with actor-simulated patients
Presenter	All presenters of Cognitive Institute workshops are General Practitioners or Specialists who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.
Premise	International research proves Doctors can reduce risk of litigation, improve health outcomes and increase patient satisfaction by improving communication skills and better managing patient expectations.
Overview	<ul style="list-style-type: none">■ This one day Masterclass is the Cognitive Institute’s highest quality program and ranked by many participants as the most important and beneficial education they have undertaken since becoming a Doctor.■ It is a highly entertaining and powerful program that includes working with actors in simulated cases that have been designed around the common and challenging needs of the target specialty group.■ The objective is to provide a high level of knowledge and skills training in reducing risk of litigation and improving communication with patients. The focus is on achieving a more effective preoperative consultation and also effective handling of adverse outcomes (perceived and actual).





The program

Session One – The morning session is a 4 hour program, comprising a series of lectures, reflections and activities on the importance and benefits of good communication in developing a trusting relationship with patients and eliciting expectations. The morning session also examines the importance of engaging patients after an actual or perceived adverse outcome and teaches a model for undertaking this conversation. Topics covered include:

- Why patients sue
- How good communication and patient relationships are the best protection against litigation
- An overview of the most important, simple and effective communication skills
- How patient expectations vary from specialty to specialty and an evaluation of where your specialty lies
- An overview of consent and the importance of eliciting and managing expectations
- How what your colleagues say and think affects your risk
- Dealing with difficult and aggressive patients
- Handling the adverse outcome - or even more difficult, when the patient thinks you should be held accountable, but no error has occurred
- Understanding and working through the challenges of conducting these conversations
- Learning Cognitive Institute's 6-step ASSIST® model to stay on track during adverse outcome conversations
- Recognising and handling emotional triggers that lead to deterioration of interpersonal competence during difficult interactions

Session Two – The afternoon session is a 3.5 hour program where participants practice these concepts and skills with actors. Doctors break up into groups of 8 and, with a highly trained Cognitive Institute facilitator, work through 3 challenging cases. Doctors firstly role play for 25 minutes per case on pre-operative consultations. After afternoon tea, the actors return with the same cases, but post-operative with an adverse outcome.

Each Doctor is given opportunities to practice skills, with close feedback and guidance from the Cognitive Institute facilitator. They are also encouraged to identify areas they know cause them difficulty or anxiety and the actors can be directed to focus on these areas so Doctors can target important skills for improvement. The facilitator helps each Doctor breakdown the flow of the conversation – analysing areas for improvement and keeping focused on patient needs during these difficult interactions.

These actor sessions are rated by Doctors as the most valuable component of the day.

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

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

