Difficult Doctor Patient Relationships

Part of the Cognitive Institute Patient Communication Series

**KnowHow**

- To understand what is behind the perception of the ‘difficult patient’ label
- To learn effective techniques for working with challenging doctor patient interactions
- To immediately apply practical communication skills
WORKSHOP OVERVIEW

DIFFICULT DOCTOR PATIENT RELATIONSHIPS

Learning practical skills to deal with difficult situations and demanding patients.

KnowHow

• To understand what is behind the perception of the ‘difficult patient’ label
• To learn effective techniques for working with challenging doctor patient interactions
• To immediately apply practical communication skills

Target audience
General practitioners and specialists

Duration
4 hours

Number of participants
Optimum: 7-15
Minimum: 5
Maximum: 25

Other recommended workshops
Before this workshop
• Doctor Patient Communications
• Mastering Your Risk

After this workshop
• Clinical Communication Programme
• Mastering Adverse Outcomes
• Choices and Changes

If you are considering booking multiple workshops, please consult with Cognitive Institute. See workshop overviews at www.cognitiveinstitute.org

CME/CPD
For details of CME/CPD accreditation and points call the Cognitive Institute on +61 7 3511 5000 or email enquiries@cognitiveinstitute.org

Format
Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities and 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. Video case studies 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 attained accreditation after undertaking intensive formal communication skills training.
Sometimes visits between doctors and patients can be complex and difficult. Difficult Doctor Patient Relationships is designed to provide new approaches to work through difficult encounters.

Dealing with ‘difficult’ patients and situations is a regular occurrence in general and specialist practice and something that can often prove very frustrating.

Many articles have been written about working with ‘difficult’ patients. However, sometimes the difficulty is more in the relationship. To experience effective and positive consultations doctors ultimately need to respond in a constructive way to difficult situations.

This workshop challenges doctors to examine the patterns of interactions with patients that cause them the greatest difficulty and to develop communication strategies within an interactive, experiential context. Learning new approaches for working with these situations is facilitated by the exploration of video case scenarios. Each case presents a unique difficulty, but one that is faced by most doctors at some time during their careers.

Two conceptual models are introduced to frame both the problems and the possibilities of difficult relationships. The first examines some of the factors that lead doctors to apply the label ‘difficult’ to a situation. The second describes strategies that a doctor can use to respond to these situations.

To improve relationships, doctors learn how to:

- acknowledge problems
- set boundaries
- discover meaning
- show compassion
- use support health professionals and networks.

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

Participants practise using strategies with live case situations and receive feedback from their peers.

To facilitate continued investigation of patient motivation, the workshop includes an extensive annotated bibliography with the workbook.

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 courses visit www.cognitiveinstitute.org

To book a course call Head Office on +61 7 3511 5000 or email enquiries@cognitiveinstitute.org