KnowHow

• To develop effective clinician patient communication as an essential aspect of healthcare
• To apply a communication model to enhance relationships with patients and improve health outcomes
• To enhance interpersonal and communication skills
• To enhance system communication to improve patient safety and adherence
• To identify, demonstrate and then rehearse techniques that are proven to be beneficial in providing better information and understanding for patients about their management
WORKSHOP OVERVIEW

DOCTOR PATIENT COMMUNICATION

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

**KnowHow**
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**Target audience**
General practitioners and specialists

**Duration**
4.5 hours

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

**Other recommended workshops**
- Mastering Difficult Interactions with Patients
- Clinical Communication Programme

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.
| **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.  

| **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 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 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 courses visit www.cognitiveinstitute.org

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