

Team & Patient-Centred Communication for the Patient's Medical Home (PMH)



OVERVIEW

Communication underlies successful healthcare. Until recently, however, communication skills development was not a focus of medical education; healthcare professionals had to rely on their innate communication talents, any mentoring they may receive and following the examples of others they observed. Today, however, students are required to demonstrate competency in communication, and clinicians in practice are increasingly evaluated on their communication skills. Further, there is broad recognition that effective communication must be learned, practiced and reinforced by all members of the healthcare team—not only clinicians.

Communication skills and techniques can be improved through training and practice. Research has demonstrated that enhanced communication skills improve diagnostic accuracy, patient involvement in decision-making, and adherence to therapeutic regimens. Additional benefits are an increase in patient and team satisfaction and a reduced likelihood of exposure to malpractice litigation.

CONTENT

The Institute for Healthcare Communication's (IHC) *"Team & Patient-Centred Communication for the Patient's Medical Home"* (PMH) workshop gives learners specific skills in a safe and supportive learning environment.

The key goals for this communication training workshop are to:

1. Help all members of healthcare teams understand, embrace and develop effective communication skills required for PMH;
2. Improve patient care and satisfaction;
3. Increase patient adherence and self-management;
4. Increase healthcare team satisfaction; and
5. Reduce medical error and liability risk.

The PMH workshop presents two inter-related models of communication that form the foundation and framework for skills and principles that are transferable to interactions with patients and with members of the medical home team. These are IHC's "E4" medical communication model and Gittel's Relational Coordination model. The content, principles and models used in this workshop are supported by extensive research conducted during the past thirty years in patient-centered care, healthcare communication and team communication.

METHODOLOGY

The workshop is a fast-paced interactive program designed to provide learners with opportunities to practice skills and techniques, not simply to hear about them. The format for the session combines brief presentations, video case review with interactive exercises, active learning techniques, and discussions. Nearly 70% of the workshop is devoted to interactive, experiential learning. The PMH workshop can be adapted for presentation in sessions of varying duration; the 5.5 hours of content can be presented as one program of 6 or 6.5 hours (depending on breaks), or two 3-hour segments.

LEARNING OBJECTIVES

- Identify evidence-based reasons why communication is important in your daily PMH practice;
- Describe communication tools to increase your effectiveness in PMH interactions and with your patients;
- Practice using communication and team relational coordination tools with your colleagues, utilizing peer and coaching feedback; and
- Select and commit to using at least 2 tools in your daily practice.



The **Institute for Healthcare Communication** is a non-profit organization whose mission is to enhance the quality of health care by improving communication through education, advocacy and research.

For more information visit <http://ihcc.ca/> OR www.healthcarecomm.org.