Professional Development Centre
National University of Sciences and Technology

Course Topic: Effective Consultation Skills for Healthcare Professionals

Date: 18 Feb, 2015

Venue: CIE Building, NUST H-12 Campus

Workshop Overview

Excellent consultations skills are foundation of good medical practice and require competent communication skills from all doctors and other healthcare professionals. Effective consultations with patients and their families are important for patient satisfaction, adherence to treatment, and ultimately successful treatment outcome.

The challenges in consulting with patients have changed and many experienced Doctors, Nurses and Pharmacists have received little or no formal training in effective consultation skills, therefore, teaching of consultation skills should be a core component of all specialist and non-specialist training programs in order to fill the gaps in undergraduate training.

This workshop is designed for health care professionals to be able to learn the core skills of the consultation, in which the patient is respected as a partner in the consultation process and is supported and involved in decisions about treatment. It has been clearly demonstrated that good communication is central to good healthcare, and when patients and healthcare professionals work together, the results can be life-changing.

The Effective Consultation skills workshop will focus on consultation behaviors which enhance effectiveness, increase patient satisfaction, reduce clinical risk and lower the risk of complaints (and even lawsuits). It will enable participants to understand the principles of effective communication, develop empathic listening skills, understand processes of health behavior change and develop skills in engaging patients in constructive dialogue about health behavior change.

Participants will find this an evidence based, entertaining, fast-paced, relevant and very practical day. Participants will learn how to greet and warm-up patients, communicate their intentions for the consultation, and perform an in-depth discovery.

Facilitator will focus on actions and participants will leave with many practical tips to use in their consulting room the following day. Facilitator will concentrate on what are the most important skills needed to conduct an effective consultation for their patients, in the consulting room.

Training Objectives

The key learning outcome is that each participant will go away with several practical, specific ideas for new things to incorporate into their own consultations. This may sometimes be as simple as a single word, or it may be a structure for a whole segment of a consultation.
Learning outcomes

On completion of this module participants should know:

- A consultation model: connecting, summarizing, handover, safety netting.
- Develop active listening and non-verbal attentiveness skills
- How to build rapport with an irritable patient
- How to deal with a patient with unrealistic demands
- Handling a patient with lists of ailments
- Understanding ideas, concerns, and expectations.
- Understand risk and the patient/client agenda
- Implement techniques to support shared decision making and planning patient-centred consultations

Training Methodology

Mix of educational styles. Short lectures with facilitated discussion. Exercises in groups to reflect on practice. A brief presentation of a synopsis of consultation behaviors that are linked with more effective outcomes (the Calgary Cambridge skill list). Exercises with recordings of consultations - reviewed in small groups to compare ideas with colleagues and to pick up tips.

Practical exercises for structuring several critical phases of the consultation

The small group size and very practical program allows each person to pick up different key messages, tailored to their own need.

The course is based on a small group with something of a seminar format. The group size is limited to a maximum of 25 participants to promote interactivity and to allow personally focused training. Participants will get the chance to work with all 24 colleagues in small group exercise. Participants will hear colleagues using great words, phrases and strategies on the course - and this is an important part of the learning.

Resource Person

- This course will be run by Professor Dr. Matiur Rahman, expert in developing and delivering such courses. Professor Dr. Matiur Rahman is practicing Consultant Pulmonologist and is currently most active trainer in this field.

Target Audience

The course is aimed at

- Front line clinicians, GPs, Dentists Medical and Surgical Specialists and Consultants
- Junior and Senior Medical Faculty
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- Registrars, including those preparing for Post graduate exams.
- Nurses, Pharmacists, physiotherapists and other health care professionals

**Benefits to Organization**

After attending this course the participants will perform consultations of the patients assigned to them in a better way hence increase patient satisfaction, reduce clinical risk, lower the risk of complaints (and even lawsuits) and enhance reputation of their healthcare organizations.

**Benefits to Individuals**

After completing this course participants will know:

- How to deal with irritable or confrontational patients
- How to communicate uncertainty
- How to get patient buy in to an action plan
- How to deal with a patient who insists on a certain treatment that is not, in your opinion, required.

**Course Outline**

**Morning Session**

1. Consultation Skills
2. Communication behaviors which alienate patients.
3. Best consultation behaviors for clinicians to use - to promote clinical effectiveness and efficient use of time.
4. Group activity to compare their own experiences and process the key messages. Finally, small group role plays of different consultations scenarios to bring these messages to life.

**Afternoon Session,**

1. Consultation Models with detailed discussion of Calgary-Cambridge Model
2. Learning some particular consultation tasks and then practice, with feedback, for all participants.
   The major focus areas are
   - The opening of the consultation
   - Getting the full story
   - Great explanations