



# Enhancing Effective Clinician-Patient Communication

Better communication. Better relationships. Better care.

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## Focus

According to a recent Commonwealth Fund survey, 31% of U.S. respondents said they had left a doctor's office without getting an answer to a question they considered important. Nearly 40% said they did not follow a doctor's advice. Half said their doctor had not discussed the emotional burden of coping with their illness. Patients expect their physicians to provide more than correct diagnoses and accurate cost-effective treatments. They expect to be a part of the medical decisions and to be given information to weigh treatment options against potential risks. We provide workshops designed to improve communication with patients. There is evidence that effective clinician-patient communications not only improves the quality of the relationship, but also positively influences outcomes and reduces malpractice claims.

## Target Audience

- Physicians, physician assistants
- Nurse practitioners, nurse midwives
- Clinical pharmacists
- Allied and behavioral health professionals

## Goal

Learn and apply evidence based skills in your clinical practice to help you thrive and survive

## Special Features

- Half- to full-day workshops
- Brief, focused review of the salient literature and evidence-based strategies
- Large-group discussion of cases
- Personalized instruction and feedback on real life situations from your practice
- Facilitated small-group skills practice
- Low facilitator to participant ratio

## Outcomes/Benefits

- Higher patient satisfaction with the experience of care
- Enhanced personal satisfaction in daily practice
- Insights on working with patients' affect
- Increased patient adherence
- Improved patient outcomes
- Improved medical malpractice risk

## Potential Topics

- The Three-Function Model of Interviewing
- Building a therapeutic relationship in the clinical encounter
- Opening the visit and negotiating an agenda for the visit
- Educating patients in the clinical encounter
- Collaborating on a treatment plan
- Delivering bad news
- Understanding and honoring cultural differences
- Navigating around the computer in the exam room and maintaining the relationship
- Interviewing patients on the telephone



*Programs can be customized to meet your unique goals and professional needs.*

**AACH**   
American Academy on  
Communication in Healthcare