Effective and Efficient Clinical Consultation Skills

Delivered by clinicians, for clinicians

The ability of clinicians to communicate effectively with patients, families and carers impacts diagnostic accuracy, decision making, treatment compliance, patient well-being, overall satisfaction and clinician time management.

Evidence shows that the clinical consultation is pivotal to optimal patient care. Increasingly, consumers are also demanding clinicians who are able to communicate effectively; to listen and understand; elicit personal goals and values and tailor treatments accordingly. Although the ability to conduct effective clinical consultations is seen as a core competency in healthcare, the skills required for this are complex. Many clinicians do not have the advanced clinical communication skills required communicate effectively with patients and their family to the detriment of the therapeutic relationship.

This course is designed to equip practicing clinicians with the advanced skills to communicate more effectively with their patients. General communication skills learnt will be transferable across all areas of clinical practice including patient consultations, discussing diagnosis, delivering bad news, health behaviour change and inter-professional communication.

Program

The two-day residential program offers participants immersive, small group, experiential learning, facilitated by expert clinician-educators, utilising highly trained simulated patients for practice of real-world scenarios.

This evidenced based, internationally recognised education format provides clinicians with the opportunity to sharpen their communication skills, learn new tools and focus attention on areas of personal difficulty from their own individual clinical practice.

More information

For more information including dates and locations of our upcoming courses, please contact the Centre for Organisational Change in Person-Centred Healthcare on 03 5227 8005 or email ocph@deakin.edu.au.