

Workshop on How to Teach Communication Skills to Clinical Clerks – UWO

Objectives:

At the end of the Workshop, participants will be able to:

- Discuss the evidence about the impact of communication skills on patient and physician outcome.
- Include a discussion of opportunities for learning or reinforcing communication skills when they orient new clerks to their service.
- Provide constructive feedback to clerks about communication skills using the Patient-Centred Clinical Method (PCCM) as a framework.
- Use an organized teaching framework (coaching) for providing feedback to clerks.

Outline:

8:00 – Introductions

8:10 – Overview of the Workshop and the CCS/EFPO Communication Project

8:15 – How we teach communication skills in the first two years at UWO, including an overview of the Patient-Centred Clinical Method with discussion. (Focus primarily on the PCCM and be very brief re the details of the curriculum.)

8:30 – Why bother? What's the Evidence?

8:40 – Ideas for teaching communication skills in the clerkship. Present short overview of ideas listed in the Handbook and then whole group brainstorm

9:00 – Plan for the small group session

- Overview of the coaching model (including constructive feedback) and how we will use the standardized student scenarios in the small group session – 7 minutes
- Demonstration of a role play with the Jim or Mary Smith case – Orienting a new clerk to the service and including discussion of communication skills. One of the planners will demonstrate how to coach the teacher to prepare for the role-play. (5 minutes) Role-play for 5 minutes and then get constructive feedback from the teacher and the audience. (10 minutes)

9:30 – Break

9:45 – Begin small group session. Please fill out evaluation form.

12:00 – End.