

Care Experience Communication Resources Training Catalog
 Comprehensive Communication Skills Training Program

Training	Description
Fundamentals of Communication	<p>A 2.5-hour workshop that provides education and practice on five fundamental communication skills (making a great first impression, setting an agenda, expressing empathy, providing complicated information or serious news, using teach-back) that research recognizes as the foundational best practice skills needed for every patient communication situation. These skills help to ensure rapport and trust are consistently built, as well as patient adherence to the plan of care. CME credit is available.</p> <p>Content is based on VitalTalk’s evidence-based communication best practices.</p>
Shadowing	<p>The shadowing process allows for elbow support to clinicians with the opportunity for immediate application of new skills. It is a quick check on how fundamental communication best practices are being applied in day-to-day patient interactions.</p> <p>Clinicians receive customized feedback and coaching on communication best practices that resonate with patients.</p>
Coaching for Communication Skills	<p>Hour-long (virtual or in person), 1:1 coaching sessions provide professional development opportunities for clinicians who have attended Fundamentals of Communication. These meetings provide a safe space for conversations related to exploring how to further develop and integrate best practices, celebrating communication successes, identifying barriers, and troubleshooting communication challenges.</p> <p>Interested clinicians agree to meet for a minimum of three sessions. Working with a Physician Communication Consultant coach, this time is used to determine specific communication goals, think about what can be done to accomplish them, and what will demonstrate that the goals have been achieved. Individuals are encouraged to create and test their own strategies. CME credit is available.</p>
Culture of Caring	<p>This interactive class is designed to help the learner define our Culture of Caring, understand patient suffering and how to utilize AIDET +1 behaviors, and share other evidence-based tools to meet the needs of our patients, families, and each other.</p>