



What will you get?

At the end of this module you should be able to:

- Understand that patient-centred communication requires a skills based approach;
- Recognise the impact of non-verbal and verbal behaviour in building a relationship with the patient and on the patient experience;
- Describe and demonstrate skills in building rapport;
- Recognise the consequences of active listening on the patient experience;
- Describe and demonstrate skills in active listening.

How will you be supported?

A range of adult learning methodologies will be used including classroom-based modules, role play, reflective practice and group work.

For more information, please contact:

(include name, telephone and email)

Get involved

Check out our website and Twitter page to find out more about our workshops, view our case studies, videos, animations, reference cards and much more.

www.hse.ie/nhcprogramme

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MODULE 1

Making Connections

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The way we communicate is an important factor in how we interact with others, whether we are consulting with patients, interacting with colleagues, or simply having a conversation. The focus of the workshop is to work with participants to enhance their skills required to actively listen to and build rapport with patients and their families.

Educational methods

The workshops are grounded in educational theory, evidence-based best practice and experiential learning. Participants' own experiences in healthcare and the collective experiences of the group are used to enhance learning.

Next workshop

VENUE:

DATE AND TIME:

This activity has been approved for 4 CPD Credits

Context

Research evidence indicates that a healthcare team member's communication skills can have a profound impact on healthcare outcomes and on the experience of care for patients and their families. The ability of healthcare staff to listen, explain and empathise can influence the patient's capacity to follow through with treatment recommendations and empower patients and their families to find solutions to their health challenges. In addition, communication among healthcare team members can encourage good working relationships, job satisfaction and improve patient safety.

National Patient Experience Survey

The Results of the National Patient Experience Survey (NPES) provide acute hospital services in Ireland with tangible evidence about what matters to patients and their families, about their journey through Irish Hospitals and identifies areas for improvement.

The Programme

This Programme is designed to support healthcare staff to take a skilled, sensitive and person-centred approach to all conversations with patients, their families and with colleagues. The Programme is under-pinned by the Core Values of Care, Compassion, Trust and Learning.

How will it be delivered?

The Programme modules are short, intensive and practical. Delivery of the modules over nonconsecutive days will allow participants to do some on-the-job reflection between modules. In-house facilitators come from Acute Hospitals with support from the National Programme.