

Effective Communication in Health Care
Tuesday, October 13, 2015--Leighton Auditorium, Siebens Building

7:00 a.m.	Registration & Continental Breakfast
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7:50 a.m.	Introduction & Announcements <i>Darryl S. Chutka, M.D.</i>
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Basic Communication Skills

ACPE -2.0 Contact hours of knowledge-based
UAN - 0853-0000-15-059-L04-P
ANCC - 2.33 Nursing contact hours

**7 AMA Cat. 1 credits
for entire activity**

Learning Objectives

- List common errors seen in performing medical interviews
- Describe benefits seen as a result of good communication skills
- Review examples of techniques which can be used to improve the communication between a healthcare provider and the patient
- Describe techniques which can be used to improve communications with colleagues
- List examples of how one can employ good communication skills while working with an electronic medical record

8:00 a.m.	Importance of Good Communication Skills <i>Darryl S. Chutka, M.D., Anthony C. Berman, Ed.D.</i>
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8:30 a.m.	Communication Skills Toolbox <i>Amy Conners, M.D.</i>
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9:00 a.m.	Communication with Colleagues <i>Garrett E. Schramm, Pharm.D., R.Ph.</i>
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9:30 a.m.	Using the EMR and Maintaining Good Communication <i>Darryl S. Chutka, M.D.</i>
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9:50 a.m.	<i>Break</i>
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10:10 a.m.	Basic Interview Demonstrations <i>Faculty Members</i>
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Advanced Communication Skills

ACPE - 1.25 contact hours of knowledge-based
UAN- 0853-0000-15-060-L04-P
ANCC - 1.25 nursing contact hours

Learning Objectives

- Describe how body language of both the healthcare provider and patient is important in a medical interview
- Discuss techniques which can be used to give bad news to patients

10:30 a.m.	Importance of Non-Verbal Communication <i>Darryl S. Chutka, M.D.</i>
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10:50 a.m.	Giving Bad, Sad or Unexpected News <i>Darryl S. Chutka, M.D.</i>
11:15 a.m.	Eliciting a Medication History <i>Laura J. Odell, Pharm.D., R.Ph.</i>
11:35 a.m.	Challenging Interview Demonstrations <i>Faculty Members</i>
11:45 a.m.	<i>Lunch</i>
<p><i>Navigating Challenging Situations</i> ACPE - 3.25 contact hours of knowledge-based UAN -0853-0000-15-061-L04-P ANCC - 3.42 nursing contact hours</p> <p><i>Learning Objectives</i></p> <ul style="list-style-type: none"> • Describe how medical literacy plays a role in effective communication between a healthcare provider and the patient • List cultural biases and assumptions which can impair good communication efforts • Outline how to use a healthcare interpreter effectively in a medical interview • Describe how patients' beliefs regarding health and healing play a role in communication • Review communication techniques which can be used with challenging patients and situations 	
12:30 p.m.	Health Literacy <i>Mary J. Kasten, M.D.</i>
1:00 p.m.	Medical Cultural Biases and Assumptions Eliciting Health and Healing Beliefs <i>Deborah Delgado, M.S., R.N., R.N.-B.C.</i>
1:30 p.m.	Working Effectively with Healthcare Interpreters <i>Onelis Quirindogo, M.D.</i>
2:00 p.m.	<i>Break</i>
2:20 p.m.	Motivational Interviewing <i>Kristin S. Vickers Douglas, Ph.D., L.P.</i>
3:00 p.m.	Dealing with Challenging Patients <i>Darryl S. Chutka, M.D.</i>
3:10 p.m.	Challenging Patient Interview Demonstrations <i>Faculty Members</i>
4:00 p.m.	Summary <i>Darryl S. Chutka, M.D.</i>
4:15 p.m.	Adjourn