

COMMUNICATION SEMINAR

RATIONALE

As a medical student, you were taught interviewing skills during the first and second years. During the third year, and especially during the Primary Care Clerkship, you've had a chance to practice and further develop those techniques. This day-long Seminar is designed to serve as a "graduate level" course, with discussion of how to deal with problem encounters and then practice actually putting those ideas to work utilizing standardized patients.

Common sense and many academic studies demonstrate that a physician's communication skills have a major impact on patient satisfaction, compliance with treatment recommendations, and lower malpractice rates. Effective communication means being able to really hear what patients are telling you and being able to transmit information back to them about their diagnosis and treatment. Basic skills in communication are used in every patient encounter. Some situations are difficult because of various impediments, which make the interaction less comfortable. In this seminar we aim to help you learn how to deal with a variety of challenging encounters, and at the same time provide further instruction on techniques of effective communication, which can be put to daily use.

GOAL

To assist Third-Year students with further development of interpersonal and communication competencies.

OBJECTIVES

By the end of the Seminar students will be able to demonstrate the ability to:

1. Create and sustain a therapeutic and ethically sound relationship with patients
2. Use effective listening skills and elicit and provide information using effective nonverbal, explanatory, questioning, and writing skills
3. Learn and practice strategies for dealing with problem encounters.

REFERENCE MATERIALS

There are several articles on communicating in the communication folder on ANGEL.

SEMINAR SCHEDULE

Sessions on Observation/Reflection

Hershey Campus students, the morning session starts promptly at 8 AM and wraps up at Noon in **Room CG623** (lower level of the Hershey College of Medicine Library) the last Thursday of your Primary Care Rotation.

University Park Campus students, the morning session starts promptly at 8 AM and wraps up at Noon -- please contact Denise Rill at (814) 272-4426 or crill@hmc.psu.edu for location.

Didactics and role-playing with standardized patients

Hershey Campus students, the afternoon session is held 1 PM – 5:00 PM in the **Simulation Center** (upper level of the Hershey College of Medicine Library) the last Thursday of your Primary Care Rotation.

University Park Campus students, the afternoon session is held 1 PM – 5:00 PM -- please contact Denise Rill at (814) 272-4426 or crill@hmc.psu.edu for location.

Attendance is mandatory and professional behavior is expected. NOTE: All electronic devices must be turned off and out of sight.

If you were involved in a clinical encounter which was difficult or made you feel uncomfortable, be prepared to recount it during the morning workshop. Ways of dealing with such a situation will be discussed and your experience may be used as an example for the class.

STUDENT PERFORMANCE EXPECTATIONS

In the afternoon you will have the opportunity to be the doctor. You will encounter communication-problem situations with three standardized patients during role-play sessions. Problem scenarios include the following:

- Angry Patient
- Giving Bad News to a patient
- Internet-Savvy Patient
- Manipulative Patient
- Talkative Patient

Instructions for the role-play sessions will be distributed before the lunch hour. Although this is a formative experience, if serious concerns are raised by a facilitator or Standardized Patient regarding a student's performance, the student may be required to complete some additional experiences with Standardized Patients and/or with his/her Clinical Skills Advisor.

Your role-play experiences can be videotaped just let Diane know prior to the afternoon session.

Past experience indicates that videotaping, while a bit threatening, may be very useful in improving communication skills. Upon request, an instructor will be available to review your videotape with you at the end of the afternoon session.

If you have any questions, you may contact Diane Ferron by:

email: dferron@hmc.psu.edu

phone: [717.531.1534](tel:717.531.1534)

Office hours are: Monday thru Friday, 8:00 am – 5:00 pm.

An answering machine is on whenever the office is closed. You will receive a response on the next business day.