

W2- COMMUNICATING WITH PATIENTS AND COLLEAGUES

One in a series of four workshops exploring the management of the deteriorating patient

OVERVIEW: This workshop is one of a series that will be conducted between April 2011 and 2013 under the Rural Health Continuing Education (Stream 1) project entitled *“Using simulation and the theme of the deteriorating patient to develop skills and training capacity in rural and remote multi-professional teams”*.

WORKSHOP OBJECTIVES

This workshop addresses skills relevant to effective communication within a multidisciplinary team: essentials of team communication; assertiveness; negotiation and conflict management; and to effective communication with patients (delivering bad news and providing open disclosure to patients and relatives after adverse events). The skills developed in this component are widely applicable to clinical management and non-clinical roles undertaken by the specialists beyond the theme of the deteriorating patient.

TARGET AUDIENCE

Specialists and accompanying nursing staff who recognise and manage the patients with potential to deteriorate within regional, rural and remote hospitals in Australia.

PROGRAM

Time	Session
0830	Registration
0845	Introduction
0900	1. Learning styles, problem solving and communication
0945	2. Communicating in teams
1045	Morning Tea
1115	3. Communicating with colleagues
1315	LUNCH
1400	4. Communicating with patients after adverse events
1500	Afternoon Tea
1530	Continued
1630	Evaluations and Close

DESCRIPTION

This workshop involves small group discussion (session 1), role play (session 3) and scenarios involving manikins (session 2) and actors (session 4). Participation in scenarios is voluntary.

VENUE: Two workshops will be held at the SCSSC, Sydney. Three workshops will be hosted from rural hospitals with host sites to be identified (See hosting program overleaf)

DATE: WEDNESDAY 15TH FEBRUARY 2012

TIMES: 0830 - 1630

COST: No cost for eligible participants (See overleaf)

MAXIMUM NUMBER: 12

CPD POINTS: Dependent upon college CPD program. Generally qualifies as hands-on interactive workshop. E.g. ANZCA Category 3, Level 2

COORDINATORS

- Professor Stewart Dunn, Director Pam McLean Communications Centre;
- Dr Paul Heinrich, Creative Director, Pam McLean Communications Centre;
- Associate Professor Leonie Watterson, Director Simulation, SCSSC
- Clare Richmond, Simulation fellow, SCSSC

Submit your application now to avoid disappointment (See overleaf)

ELIGIBILITY

1. Doctors working in rural, regional and remote areas within Australia (including Darwin and Townsville) who have specialist recognition. This includes fellows of colleges affiliated with the CPMC (See APPENDIX 1) and other doctors clearly providing specialist services in regional, rural and remote areas. 2. Non-specialist medical practitioners who have significant roles in other participating specialists' practices and who are recommended by a specialist colleague, for example career medical officers (Places limited). 3. Metropolitan practitioners who provide substantial services to the rural sector. 4. Limited numbers of specialists' multi professional teams. Specialists wishing to invite nursing colleagues should phone the Admin Officer. Fellows of the RACGP and ACRRM may be able to use funding available to them under alternative rural funding schemes to participate in this program if places are available. If unsure, contact the project officer.

ADDITIONAL WORKSHOPS IN THE RHCE SIMULATION PROGRAM

The whole project comprises two parts:

Upskilling Workshops

Firstly, a series of up-skilling workshops which includes three train the trainer workshops and four clinical up-skilling workshops the latter focusing on different aspects of the topic 'recognition and management of the deteriorating patient'.

- W1** Recognition and management of the acutely deteriorating patient
- W2** Communicating with colleagues and patients
- W3** Preventing errors and managing crises during procedural care
- W4** Managing the critically obstructed airway

Eligible specialists and others are encouraged to apply for any or all of these workshops as individual practitioners.

Workshops hosted from rural facilities

Secondly, up to ten specialists may apply to host a clinical up-skilling workshop from their rural hospital facilities with the assistance of the SCSSC project team. Assistance will include: (1) initial consultation with the rural specialists' teams to identify specific training needs; provision of

training content and instructors' materials, evaluation methods, equipment inventories and other resources for the workshops (3) assistance with technical and other preparation in the months prior to the workshops (4) buddying-in from clinical educators to deliver the workshops at the rural facilities and (4) other project management including administration, business management, workshop evaluation and reporting. It is expected that courses hosted in rural centers will be workshops 1-4 however applications will be considered individually and original or varied course formats may be considered.

SPONSORS

This Project has been funded by the Department of Health and Ageing under the Rural Health Continuing Education Sub-program (RHCE) Stream One which is managed by the Committee of Presidents of Medical Colleges and is administered by the Royal College of Physicians (RACP) on behalf of the RHCE project committee. The RACP is solely responsible for the content of, and views expressed in any material associated with this Project.

APPLYING

1. Obtain an application form from the SCSSC or RHCE websites or by contacting the SCSSC.

SCSSC website <http://www.scssc.edu.au/>

RHCE website

<http://www.racp.edu.au/index.cfm?objectid=D7FAA396-B139-38E4-1D808D5C4151833C>

1. Complete the attached application form and fax to 02 9926 6755
2. Return the completed application form by fax 02 99266755 or scan/email to the SCSSC at smc@nscchahs.health.nsw.gov.au

INQUIRIES

Sarah Doran, Administration Officer, SCSSC
smc@nscchahs.health.nsw.gov.au

Phone: 02 9926 4620

Fax: 02 9926 6755

Web:<http://www.scssc.edu.au/index.php>