



Patient Experience Module: Effective Healthcare Communication and Foundations of Patient-Centred Care

“Patient experience is not just about doing the nice things, but also doing the right things”

Healthcare Communication and Patient-Centred Care are significant influences to patient experiences. Carried out effectively, patients feel less anxiety about their condition and are more likely to be adherent to treatment for the best individualised care.

Patient experience is not just about providing a pleasant healthcare environment, or efficient and effective services. The experiences being even before they enter the hospital. The perceived impression will influence expectations. As they journey through the hospital, the quantity and quality of their encounters and interactions will therefore determine that experience. Every interaction counts and the outcome is a sum of their experiences, particularly with individual staff members as well as the hospital as a whole. In short, ***We are the patient's experience.***

Enhancing patient experience is a vital role of any healthcare provider. Equip employees with the right skills for them to be empowered enough to engage patients to deliver meaningful patient-centred care. Having prepared and proactive teams can harvest productive interactions with our increasingly well-informed patients, leading to improved clinical outcomes. What better than the joy of seeing our patients with better health outcomes? Such experiences are priceless and offers greater meaning to both the providers & receivers.

The Patient Experience Module is a half day training which has two parts:

1. Effective Healthcare Communication Workshop
2. Foundations of Patient-Centred Care Workshop



Effective Healthcare Communication

This part of the module focuses on the **3 Languages of Effective Healthcare Communication - Attitude, Careful Inquiry and Empathy (ACE)**. It provides a framework to help clinicians develop attitudes and communication skills, both verbal and non-verbal, to elicit information and demonstrate empathy. Incorporating these aspects of health communication into the clinical interaction can build up better patient-clinician relationship.

Foundations of Patient-Centred Care Workshop

The Foundations of Patient-Centred Care workshop complements the first part of the module. **Patient Preferences. Ask Patiently and Shared-decision Making (PASSion)** provide a framework which helps to enhance skills on Patient-Centred Care. A great foundational level to leverage on and build up skills for Patient-Centred Care to improve patient experiences & outcomes.

A combination of PowerPoint presentations, interactive discussions, video vignettes, role playing sessions and other practical exercises will be used to deliver content in this workshop.

Handouts will be provided at the workshop. Upon completion of 90% of the programme, the participant is eligible for the Patient Experience Module Workshop Certificate of Attendance.

**For more information on the programme, please contact:
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