

MEDICAL EDUCATION

SPEAKERS NETWORK

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Medical Education Trending Topic

Improving Healthcare Communication in the Era of COVID-19

If your medical staff would like an update on improving their communication, please contact our office to schedule a virtual lecture at 877-505-4777 or info@speakersnetwork.com.

What is the problem:

Much patient dissatisfaction and many complaints are due to breakdown in the doctor-patient relationship. Communication breakdowns is the leading factor contributing to adverse events in healthcare. There are multiple elements of the healthcare environment that make good communication more challenging. The COVID-19 pandemic can provide additional communication barriers. Good doctor-patient communication has the potential to help regulate patients' emotions, facilitate comprehension of medical information, and allow for better identification of patients' needs, perceptions, and expectations. It is important for physicians to have tools to improve their communication, especially during this COVID-19 pandemic.

Learning Objectives:

At the conclusion of the activity, participants will be able to:

- Describe common barriers to good communication with doctors, patients, and other healthcare staff
- Explain several specific techniques that can improve communication, prevent errors, and improve the experiences of patients and staff
- Use specific techniques to overcome communication challenges related to the COVID-19 pandemic

References:

1. The Joint Commission Sentinel Event Alert 58:
[https://www.jointcommission.org/assets/1/18/SEA_58_Hand_off_Comms_9_6_17_FINAL\(1\).pdf](https://www.jointcommission.org/assets/1/18/SEA_58_Hand_off_Comms_9_6_17_FINAL(1).pdf) Accessed 08/05/19
2. Riskin A, Erez A, Foulk TA, et al. The Impact of Rudeness on Medical Team Performance: A Randomized Trial. *Pediatrics*. 2015;136(3):487-495. doi:10.1542/peds.2015-1385
3. AHRQ Team Strategies and Tools to Enhance Performance and Patient Safety. [Ahrq.gov/teamsteps/index](http://ahrq.gov/teamsteps/index). Accessed 05/25/20
4. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/>
5. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4413084/>