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# Involving patients in a workshop focused on communication skills: a proof of concept of experiential training for residents in hospital pharmacy.



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## What was done ?

- ✓ Involving patients within the training programme of residents in hospital pharmacy
- ✓ A workshop to improve patient-centered communication

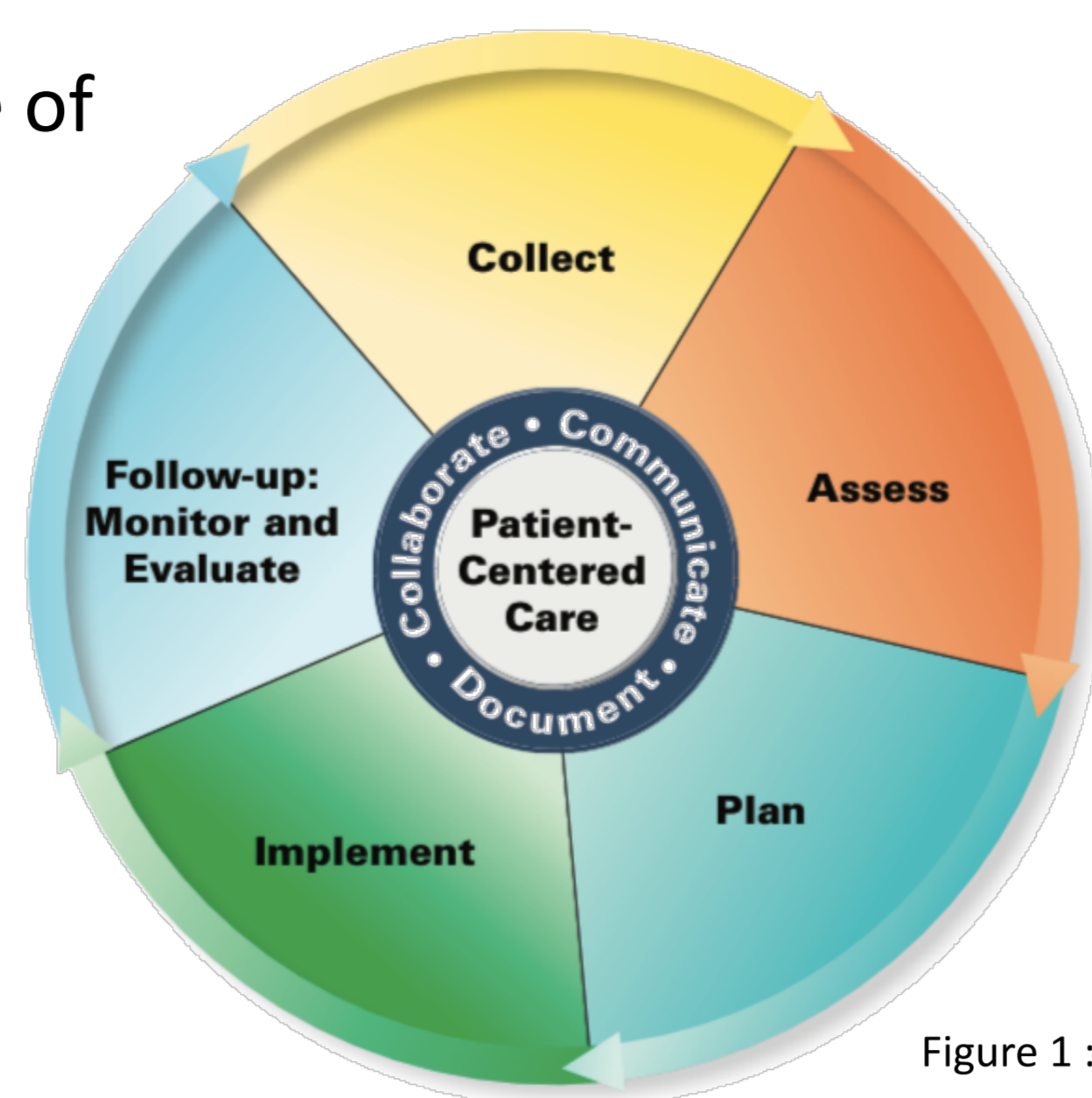


Figure 1 : the pharmacists' patient care process, from JCPP

## Why was it done ?

- ✓ Clinical pharmacy requires pharmacists to take patient-centered roles and responsibilities
- ✓ Patient-centered care requires a specific set of skills and training, e.g. patient-focused communication conducting structured interviews
- ✓ Involvement of patients in health professional training is needed

## How was it done ?

### ✓ Collaborative work



- ✓ Senior clinical pharmacists
- ✓ Lecturer in education and communication sciences
- ✓ Ressources patients

### ✓ Building training frame

Adapted from *The calgary-cambridge guide to the medical interview* \*

14 competencies related to 3 processes:

- Providing a structure to the patient interview
- Building the pharmacist/patient relationship
- Gathering patient information

### ✓ Implementing the workshop



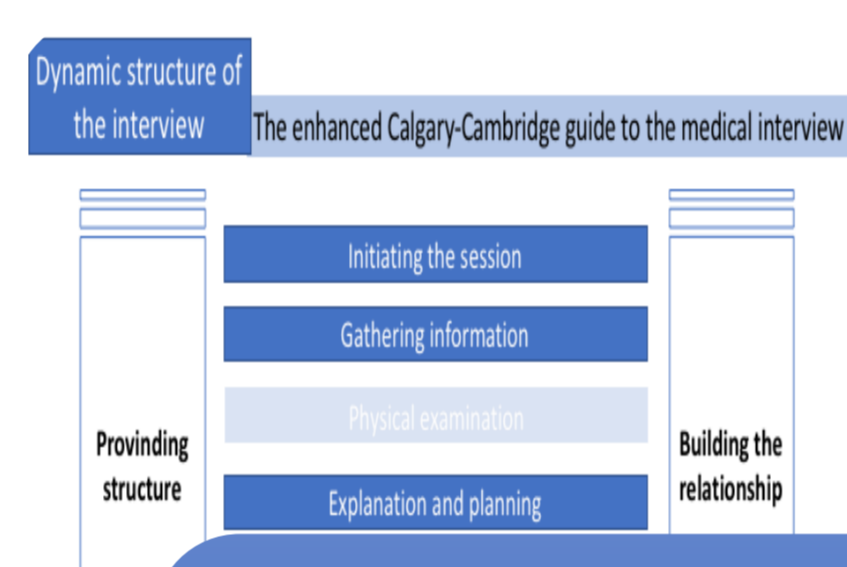
#### Representations

- Patients' perspectives
- Learners' perspectives



#### Experiential learning phase 1

- Simulation
- Self-, peer-, patient-assessment
- Debriefing



#### Didactic learning



#### Experiential learning phase 2

- Simulation
- Self-, peer-, patient-assessment
- Debriefing



#### Evaluation

**Patients' feedback was the cornerstone of the learning process**

## What has been achieved ?

### ✓ High acceptance and satisfaction



Satisfaction:  
100% of the learners  
100% of the patients

#### Quotes from the learners:

- "Excellent idea to involve patients" / I appreciated " the interaction with patients" / " this simulation involving real patients"
- I appreciated " the absence of patient/pharmacist barrier " / "the opportunity to practice interviews without pressure or shame" / "freedom"
- "Amazing experience ! every course should be conducted like this one, thank you."

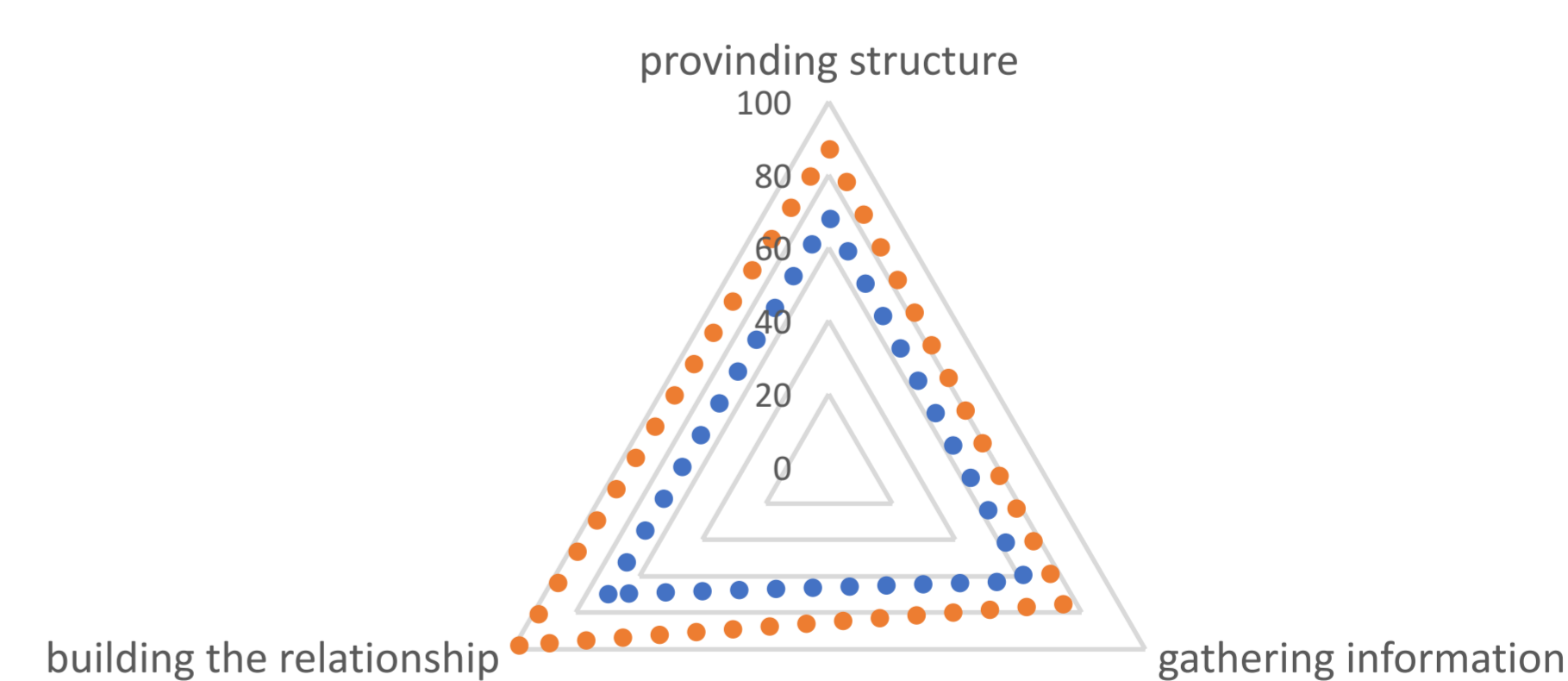
#### Quotes from the patients:

- "Gathering patients and future health professionals is extremely enriching. Please do it again."
- "I enjoyed to be involved in this session, exchanging views, learning and having fun"
- "I appreciated the opportunity to interact with the students"
- "I loved the atmosphere"

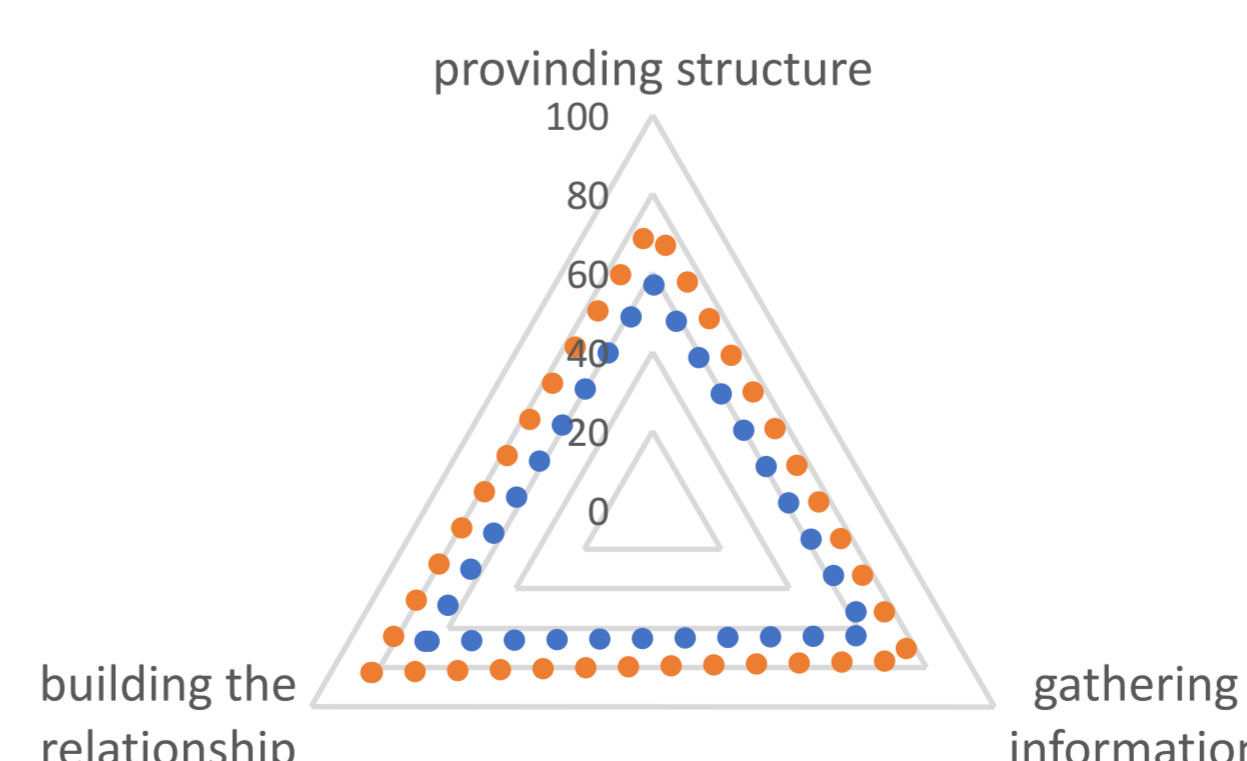
### ✓ Learning effect

• Phase 1 • Phase 2

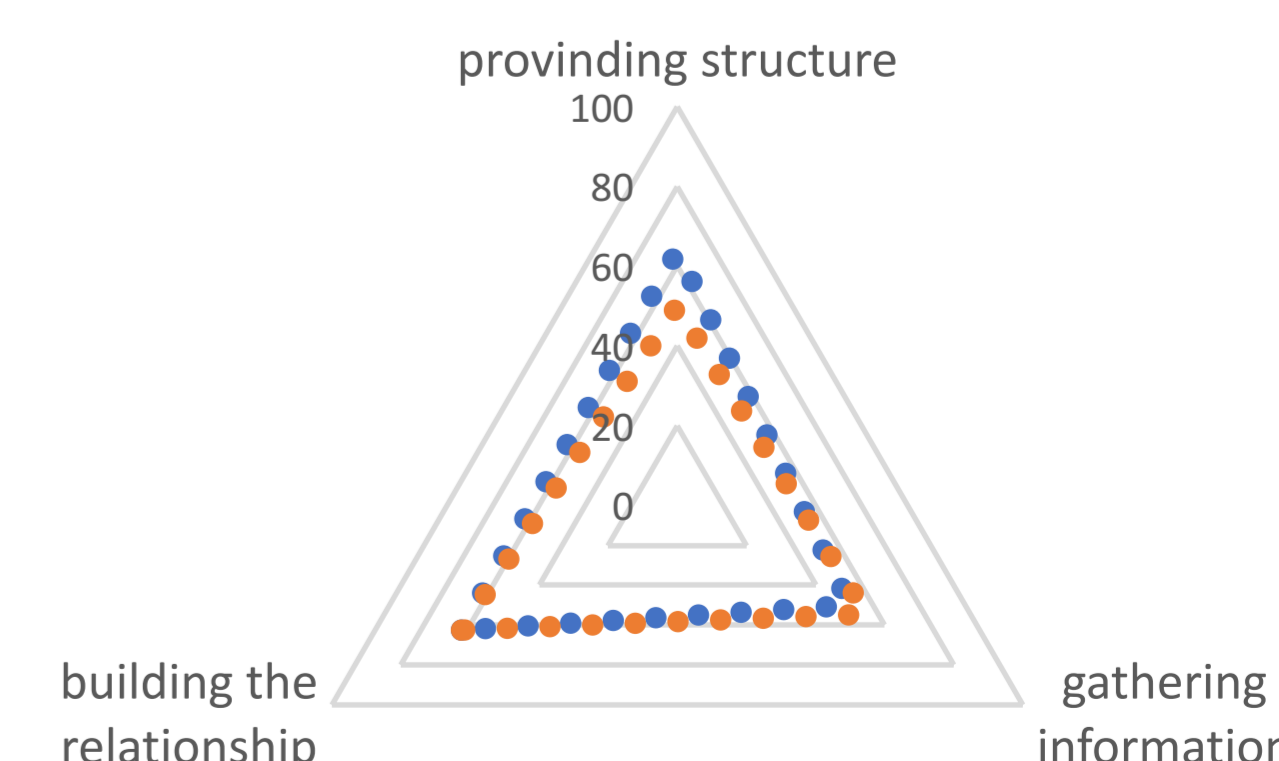
#### PATIENTS' ASSESSMENT



#### PEERS' ASSESSMENT



#### SELF ASSESSMENT



## What is next ?

To extend the involvement of patients to the training programmes of undergraduate students, residents in hospital pharmacy and clinical pharmacists.

\* Kurtz, Silverman and Drapier (1998) Teaching and learning communication skills in Medicine. Radcliffe Medical Press (Oxford)  
 Kurtz, Silverman and Drapier (1998) Skills for communicating with patients. Radcliffe Medical Press (Oxford)