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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To cite this version:

Caroline Hache, Stéphane Honoré, Guillaume Hache. Involving patients in a workshop focused on communication skills: a proof of concept of experiential training for residents in hospital pharmacy. 23rd congress of EAHP (European association of Hospital pharmacists), Mar 2018, Gothenburg, Sweden. hal-01953505

HAL Id: hal-01953505
https://univ-tlse2.hal.science/hal-01953505
Submitted on 3 Jan 2019

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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.

Caroline HACHE¹, Stéphane HONORE², Guillaume HACHE²
¹ Aix Marseille University, Department of educational sciences; ² University Hospital of Marseille, Pharmacy department / Aix Marseille University, School of Pharmacy

What was done?

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

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

- **Implementing the workshop**

- **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

- **Scoring the learners’ competencies**

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

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<tr>
<th>Phase 1</th>
<th>Phase 2</th>
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<tbody>
<tr>
<td><strong>Patients’ assessment</strong></td>
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<tr>
<td>providing structure 100</td>
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<td>building the relationship 70</td>
<td>gathering information 70</td>
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SELF ASSESSMENT

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What is next?

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


contact: guillaume.hache@univ-amu.fr