

## Introduction of Communication Skills Training Program for Pre-registration Pharmacists in KK Hospital



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### Introduction

Effective communication by pharmacists with patients and with other healthcare co-workers is vital in improving patient safety, clinical outcomes and overall patient satisfaction. It is important for pharmacy students to understand that communication skills complement their clinical skills in their delivering of patient care. Previously, in KK Hospital, pre-registered pharmacy students were expected to pick up good communication skills through observation and modeling after their seniors in addition to interaction with patients. To raise awareness about the importance of communication skills and provide a good grounding in effective communication, a communication skills training program should be developed and introduced into existing pre-registration pharmacist training framework at KK Hospital Outpatient Pharmacy.

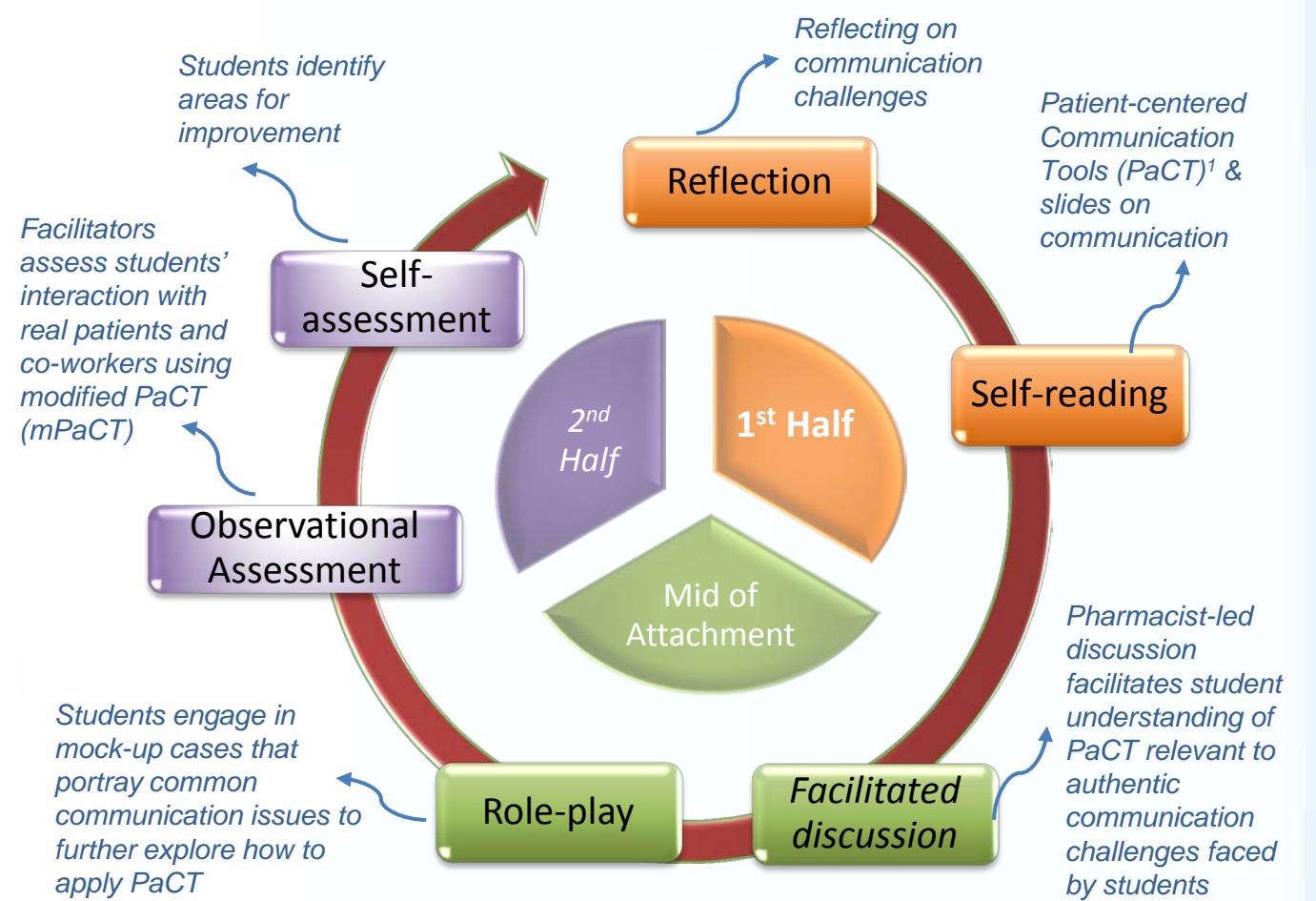
### Purpose

- To develop a communication skills training program for pre-registration pharmacists to improve their communication skills with the following specific learning objectives:
- ☐ Recognize the importance of effective communication skills
  - ☐ Understand how perceptions affect communication
  - ☐ Explore essential patient-centered communication tools in hospital setting
  - ☐ Apply these communication tools when interacting with patients, doctor and other healthcare providers

### Results

Two cohorts of 6 students each took part in this pilot training from May to December 2018. As a learning tool, 75% of students found role-play and facilitated discussions more useful than self-reading. Students' reflections revealed three themes of communication challenges (see table below). Eight of the Patient-centered Communication Tools (modified PaCT) thought to be most relevant were emphasized during facilitated discussions and role-plays. Self-assessment showed that all students were able to identify some areas for improvement as well as recognize how to apply the tools. Observational assessments by facilitators showed that all students were able to apply 7 out of the 8 mPaCT during dispensing to real patients and in interactions with co-workers. However, only 2 out of the 12 students were able to display "organization" skill which can be mastered given more practices.

### Method



Reflection	Challenges in practicing patient-centered communication	Miscommunication with colleagues compromise patient safety	Overcoming Pharmacist-doctor communication barriers
<ul style="list-style-type: none"> <li>Self-reading</li> <li>Facilitated discussion</li> <li>Role-play</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate language</li> <li>Rapport</li> <li>Effective question-style</li> <li>Verbal expression</li> <li>Non verbal expression</li> <li>organization</li> </ul>	<ul style="list-style-type: none"> <li>professionalism</li> <li>Rapport</li> <li>Appropriate language</li> <li>organization</li> </ul>	<ul style="list-style-type: none"> <li>confidence</li> <li>professionalism</li> <li>Rapport</li> <li>Organization</li> <li>Effective question-style</li> </ul>
<ul style="list-style-type: none"> <li>Observational Assessment</li> <li>Self-Assessment</li> </ul>	<p><b>Modified PaCT</b></p> <ul style="list-style-type: none"> <li>⑩ Let patient know your role in the counseling session</li> <li>⑩ Allow others to speak...it should be a conversation</li> <li>⑩ Address their concerns asap</li> <li>⑩ Speak slower and summarize at the end</li> </ul>	<ul style="list-style-type: none"> <li>⑩ Everyone reacts differently so we must be aware and adapt</li> <li>⑩ Important to transfer information accurately</li> <li>⑩ Can improve on recognizing blind spots</li> <li>⑩ They might have a bad day...</li> <li>⑩ Important to read back</li> </ul>	<ul style="list-style-type: none"> <li>⑩ Be clear of the reason before intervention</li> <li>⑩ Identify myself, explain the rationale of intervention slowly but confidently</li> <li>⑩ Establish a relationship with the doctor and help him understand how our profession complement their practices</li> </ul>

### Conclusion

Communication skills training program benefits pre-registration pharmacists in improving their communication skills with both patients and other healthcare co-workers. The program can be further extended to new pharmacy technicians and pharmacists.

### Reference

1. Gloria R. Grice, Nicole M. Gattas, Theresa Prosser, Mychal Voorhees, Clark Kebodeaux, Amy Tiemeier, Tricia M. Berry, Alexandria Garavaglia Wilson, Janelle Mann, and Paul Juang (2017). Design and Validation of Patient-Centered Communication Tools (PaCT) to Measure Students' Communication Skills. *American Journal of Pharmaceutical Education*: Volume 81, Issue 8, Article 5927

ORGANISER



SECRETARIAT

