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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

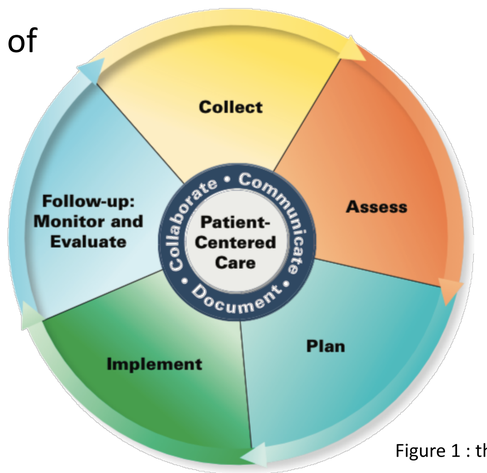


Figure 1 : the pharmacists' patient care process, *from JCPP*

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 professionnal 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

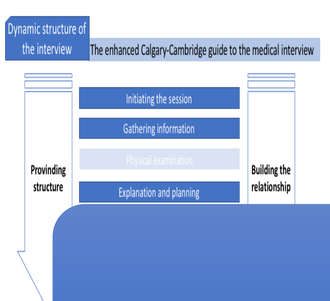
✓ Implementing the workshop



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



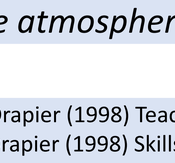
Evaluation

✓ 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

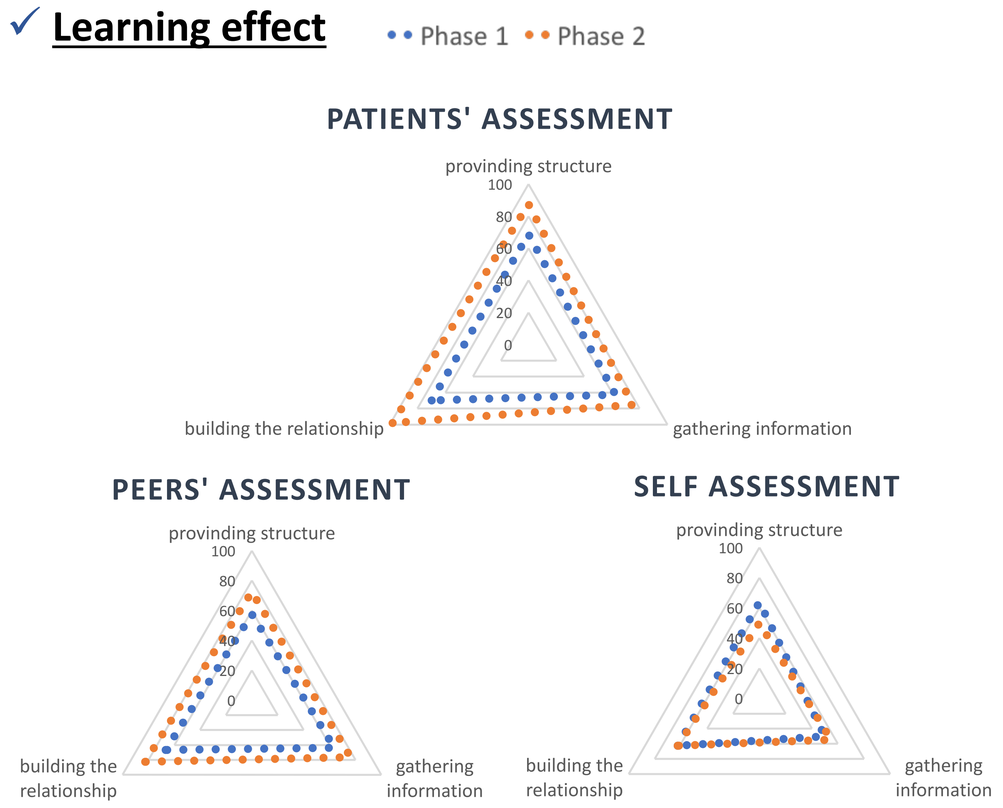
Quotes from the learners:

- *"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



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)

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