



What will you get?

At the end of this module, you should be able to:

- Identify your own preferred communication style and consider the styles of your colleagues;
- Identify and discuss the core components of collaborative team-based healthcare;
- Describe the key principles and skills of Handover;
- Demonstrate these skills utilising the ISBAR₃ tool.

How will you be supported?

A range of adult learning methodologies will be used including classroom-based modules, role play, reflective practice and group work.

For more information, please contact:

(include name, telephone and email)

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MODULE 4

Communicating with Colleagues and Promoting Teamwork



National Healthcare Communication Programme

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Communicating with Colleagues and Promoting Teamwork

Team working in healthcare is taken for granted because teams of people and groups of teams must work interdependently to provide high quality care for patients. The evidence, however shows that the quality of team and inter-team working in healthcare is often poor. Such poor team working leads to errors that harm both staff and patients; injuries to staff; poor staff well-being; lower levels of patient experience; poorer quality of care; and higher patient mortality. This skill-building workshop is designed to enhance the ability of participants to communicate effectively with other members of a multidisciplinary healthcare team.

Educational methods

The workshops are grounded in educational theory, evidence-based best practice and experiential learning. Participants' own experiences in healthcare and the collective experiences of the group are used to enhance learning.

Next workshop

VENUE:

DATE AND TIME:

This activity has been approved for 5 CPD Credits

Context

Research evidence indicates that a healthcare team member's communication skills can have a profound impact on healthcare outcomes and on the experience of care for patients and their families. The ability of healthcare staff to listen, explain and empathise can influence the patient's capacity to follow through with treatment recommendations and empower patients and their families to find solutions to their health challenges. In addition, communication among healthcare team members can encourage good working relationships, job satisfaction and improve patient safety.

National Patient Experience Survey

The Results of the National Patient Experience Survey (NPES) provide acute hospital services in Ireland with tangible evidence about what matters to patients and their families, about their journey through Irish Hospitals and identifies areas for improvement.

The Programme

This Programme is designed to support healthcare staff to take a skilled, sensitive and person-centred approach to all conversations with patients, their families and with colleagues. The Programme is under-pinned by the Core Values of Care, Compassion, Trust and Learning.

How will it be delivered?

The Programme modules are short, intensive and practical. Delivery of the modules over nonconsecutive days will allow participants to do some on-the-job reflection between modules. In-house facilitators come from Acute Hospitals with support from the National Programme.