**Teaching the Communicator Role PowerPoint Slides**

Can Meds Communicator teaching tool number two

This is a power point presentation for a lecture or large group session.

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**Slide 1.**

Teaching the Communicator Role.

The presenter’s name and date of presentation can be inserted on this slide.

Presenters Notes for Slide 1.

Add information about presenters.

**Slide 2.**

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**Slide 3.**

Objectives and agendas of this presentation are,

Number 1. Recognize the common words related to the Communicator Role

Number 2. Apply key communication steps to examples from day-to-day practice

Number 3. Develop a personal communication resource for day-to-day practice

Presenters Notes for Slide 3.

- Sample goals and objectives of the session – revise as required.

- Consider doing a ‘warm up activity.’

- Review/revise goals and objectives.

- Insert agenda slide if desired.

**Slide 4.**

Why the Communicator Role matters.

1. increased accuracy

2. improved outcomes of care (physiological and psychological)

3. heightened perceptions by patients that they are being supported by their physicians

4. reduced rates of adverse events and medical errors

5. better protection against complaints and malpractice claims

Presenters Notes for Slide 4.

- Reasons why this Role is important.

- Link evidence to practice/experience

**Slide 5.**

Communication Skills

- are skills that can be readily defined, taught, and assessed

- communication skills need to be intentionally developed and refined as all essential clinical
 skills

- need to actively engage in the development of their communication skills via deliberate
 practice

Presenters Notes for Slide 5.

- Reasons why this Role is important

- Link evidence to practice/experience

**Slide 6.**

The details: What is the Communicator Role.

As Communicators, physicians form relationships with patients and their families that facilitate the gathering and sharing of essential information for effective health care.

Presenters Notes for Slide 6.

- Definition from the CanMEDS 2015 Physician Competency Framework

- Avoid including competencies for learners

- If you are giving this presentation to teachers or planners, you may want to add the key and enabling competencies

Throughout the CanMEDS 2015 Physician Competency Framework and Milestones Guide, references to the patient’s family are intended to include all those who are personally significant to the patient and are concerned with his or her care, including, according to the patient’s circumstances, family members, partners, caregivers, legal guardian, and substitute decision-makers.

Note that the Communicator Role describes the abilities related to a physician–patient encounter. Other communication skills are found elsewhere in the Framework, including health care team communication (Collaborator) and academic presentations (Scholar).

**Slide 7.**

Key Terms

- therapeutic relationship

- patient-centred approach

- empathy

- common ground

- shared decision-making

- signposting

- categorization

- chunking and checking

- safety net

 Presenters Notes for Slide 7.

* Definitions from the CanMEDS Teaching and Assessment Tools Guide
* Provide examples

**Slide 8.**

Key features of a good communicator

- Interactive

- Dynamic and responsive

- Reduces uncertainty

- Planned, purposeful

- Welcomes practice and feedback

Presenters Notes for Slide 8.

Provide examples

**Slide 9.**

Verbal communication skills framework

1. Providing structure (ongoing)

2. Building the relationship (ongoing)

3. Initiating the session

4. Gathering information and physical exam

5. Explanation and planning

6. Closing the session

Presenters Notes for Slide 9.

- Provide specialty examples

- Review purpose of each step

- Explore how to prepare for, act on, and evaluate each step in your specialty, based on experience — you can draw on either learners’ or teachers’ experience

**Slide 10.**

Hints on patient centredness

1. Orient yourself to this patient and needs. aka patient-centred.

2. Watch for signals and cues. Seek confirmation. Silence may not be agreement.

3. Be careful about labels to patients or their problems.

Presenters Notes for Slide 10.

- Explore each of the steps with the whole group

- Explore how to prepare for, act on, and evaluate each step in your specialty, based on
 experience — you can draw on either learners’ or teachers’ experience

**Slide 11.**

Worksheet T3

Communication scripts for day-to-day communication

Presenters Notes for Slide 11.

* Do a learning Activity – worksheet T3 in the CanMEDS Teaching and Assessment Tools Guide Communicator Role is recommended.

**Slide 12.**

Written communication skills framework

• Content (what is considered essential to include).

• Style (visual layout).

**Slide 13.**

Worksheet T4

Exploring verbal and written communication tasks and skills in day-to-day practice

Presenters Notes for Slide 13.

- Do a learning Activity – worksheet T4 in the *CanMEDS Teaching and Assessment Tools Gui*de Communicator Role is recommended.

**Slide 14.**

Sample written communication

Presenters Notes for Slide 14.

Consult letters

- Consider focusing each session on one or two of the topics

- Consider focusing each session on one or a small number of patient issues

- Orient learners to these issues and explore them with the whole group

**Slide 15**

Objectives.

1. Recognize the common words related to the Communicator Role

2. Apply key communication steps to examples from day-to-day practice

3. Develop a personal communication resource for day-to-day practice

Presenters Notes for Slide 15.

Revisit workshop goals and objectives.

**Slide 16**

References for this presentation are.

- Neville A, Weston W, Martin D, Samson L, Feldman P, Wallace G, Jamoulle O, François J, Lussier M-T, Dojeiji S. Communicator. In: Frank JR, Snell L, Sherbino J, editors. CanMEDS 2015 Physician Competency Framework. Ottawa: Royal College of Physicians and Surgeons of Canada; 2015.

- Kurtz S, Silverman J, Draper J. Teaching and learning communication skills in medicine. 2nd ed. London: Radcliffe Publishing. Copyright © 2005.

**Slide 17** forward are additional slides that may or may not be added to the presentation.

**Slide 18.**

Communicator Key Competencies.

Physicians are able to:

Key competency 1. Establish professional therapeutic relationships with patients and their families

Key competency 2. Elicit and synthesize accurate and relevant information, incorporating the perspectives of patients and their families

Key competency 3. Share health care information and plans with patients
 and their families

Key competency 4. Engage patients and their families in developing plans
 that reflect the patient’s health care needs and goals

Key competency 5. Document and share written and electronic information about the medical encounter to optimize clinical decision-making, patient safety, confidentiality, and privacy

Presenter Notes for Slide 18.

- Key Competencies from the *CanMEDS 2015 Physician Competency Framework*

- Avoid including competencies for learners

- You may wish to use this slide if you are giving the presentation to teachers or planners

**Slide 19.**

Communicator Key Competency 1.

Physicians are able to: Establish professional therapeutic relationships with patients and
 their families

Enabling competency 1.1 isCommunicate using a patient-centred approach that encourages patient trust and autonomy and is characterized by empathy, respect, and compassion.

Enabling competency 1.2 is Optimize the physical environment for patient comfort, dignity, privacy, engagement, and safety.

Enabling competency 1.3 is Recognize when the values, biases, or perspectives of patients, physicians, or other health care professionals may have an impact on the quality of care, and modify the approach to the patient accordingly.

Enabling competency 1.4 is Respond to a patient’s non-verbal behaviours to enhance communication.

Enabling competency 1.5 is Manage disagreements and emotionally charged conversations.

Enabling competency 1.6 is Adapt to the unique needs and preferences of each patient and to his or her clinical condition and circumstances.

Presenter Notes for Slide 19.

- Key and Enabling competencies from the *CanMEDS 2015 Physician Competency Framework*

- Avoid including competencies for learners

- You may wish to use this slide if you are giving the presentation to teachers or planners

- Use one slide for each key competency and associated enabling competencies

**Slide 20.**

Communicator Key Competency 2.

Physicians are able to: Elicit and synthesize accurate and relevant information, incorporating the perspectives of patients and their families

Enabling competency 2.1 is Use patient-centred interviewing skills to effectively gather relevant biomedical and psychosocial information

Enabling competency 2.2 is Provide a clear structure for and manage the flow of an entire patient encounter

Enabling competency 2.3 is Seek and synthesize relevant information from other sources, including the patient’s family, with the patient’s consent

Presenter Notes for Slide 20

- Key and Enabling competencies from the CanMEDS 2015 Physician Competency Framework

- Use one slide for each key competency and associated enabling competencies

**Slide 21.**

Communicator Key Competency 3.

Physicians are able to: Share health care information and plans with patients and their families

Enabling competency 3.1 is Share information and explanations that are clear, accurate, and timely, while checking for patient and family understanding.

Enabling competency 3.2 is Disclose harmful patient safety incidents to patients and their families accurately and appropriately.

Presenter Notes for Slide 21

* Key and enabling competencies from the *CanMEDS 2015 Physician Competency Framework*
* Use one slide for each key competency and associated enabling competencies

**Slide 22.**

Communicator Key Competency 4.

Physicians are able to: Engage patients and their families in developing plans that reflect the patient’s health care needs and goals.

Enabling competency 4.1 is Facilitate discussions with patients and their families in a way that is respectful, non-judgmental, and culturally safe.

Enabling competency 4.2 is Assist patients and their families to identify, access, and make use of information and communication technologies to support their care and manage their health.

Enabling competency 4.3 is Use communication skills and strategies that help patients and their families make informed decisions regarding their health.

Presenter Notes for Slide 22

* Key and enabling competencies from the *CanMEDS 2015 Physician Competency Framework*
* Use one slide for each key competency and associated enabling competencies

**Slide 23.**

Communicator Key Competency 5.

Physicians are able to: Document and share written and electronic information about the medical encounter to optimize clinical decision-making, patient safety, confidentiality, and privacy.

Enabling competency 5.1 is Document clinical encounters in an accurate, complete, timely, and accessible manner, in compliance with regulatory and legal requirements.

Enabling competency 5.2 is Communicate effectively using a written health record, electronic medical record, or other digital technology.

Enabling competency 5.3 is Share information with patients and others in a manner that respects patient privacy and confidentiality and enhances understand.

Presenter Notes for Slide 23

* Key and enabling competencies from the *CanMEDS 2015 Physician Competency Framework*
* Use one slide for each key competency and associated enabling competencies