Astute Doctor Education Program Overview 2018

AstuteDoctor
EDUCATION

Building Strong Patient Relationships

Eliciting Patient Concerns

Patient-Centered Information Gathering

Maximizing Patient Understanding and Recall

Motivating Patients

Setting Mutually Agreed Goals

Managing Difficult Patients

Cross Cultural Communication

CME ACCREDITATION
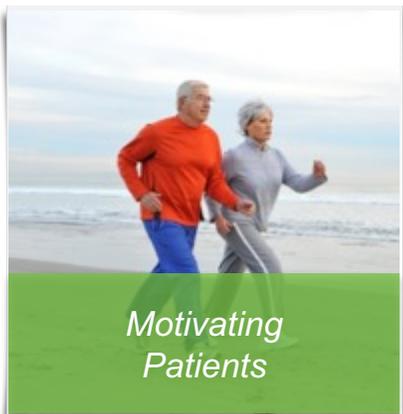
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Tucson

The Astute Doctor COMMUNICATE Program has been accredited through joint providership of The University of Arizona College of Medicine – Tucson and Astute Doctor Education Inc.

About this CME Program

The **Astute Doctor COMMUNICATE Program** is a suite of 8 CME-accredited online courses that improve physician-patient interpersonal communication and enrich the patient experience. The program addresses many of the quality measures evaluated in CAHPS surveys with evidence-based techniques to deliver empathic, patient-centered care.

Delivered in an engaging audiovisual experience, Astute Doctor courses expedite learning through narrated animations, case studies and interactive diagrams. Our courses help physicians make the most of every patient encounter by enhancing their ability to show courtesy and respect, to listen attentively and explain things clearly to patients.
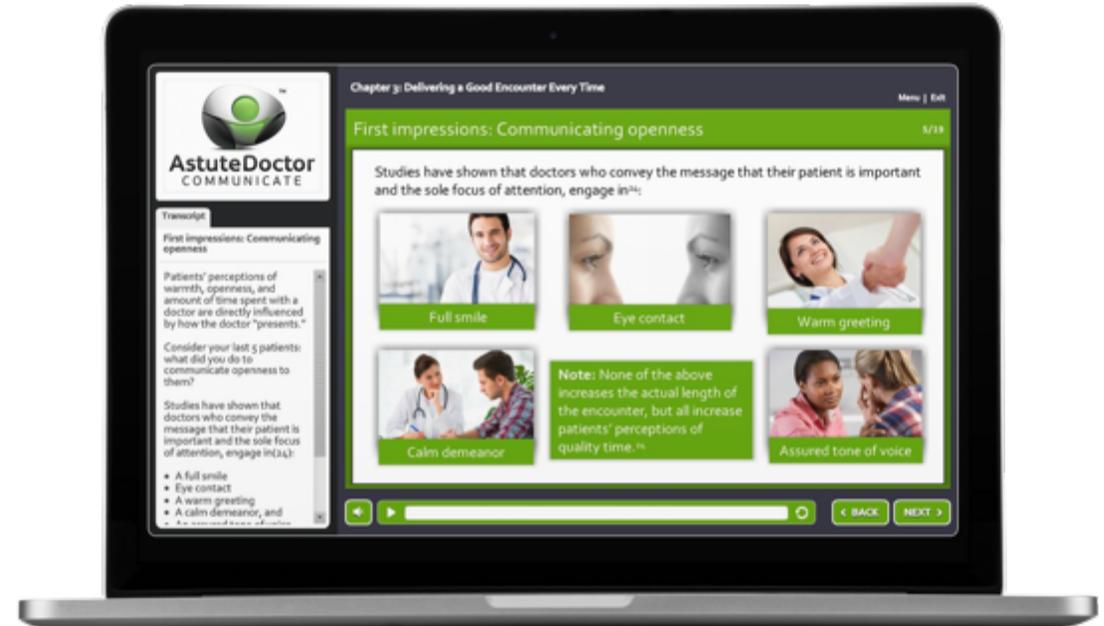
Building Strong Patient Relationships

Build strong rapport with patients quickly, gain your patient's respect, and improve patient experience. This interactive online course shows how to facilitate an open, productive dialogue and achieve breakthroughs in patient understanding and acceptance.

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LEARN HOW TO:

- Create a good first impression

- Understand the patient's expectations of a "good" encounter

- Ensure a good patient experience

- Structure the encounter

- Verify you and your patient are "on the same page"

- Adapt your approach to meet the patient's style

- Use silence effectively

- Incorporate more meaningful words

- Apply appropriate humor

CONTENT

Chapter 1: Introduction and overview

Chapter 2: Techniques for building rapport

Chapter 3: Delivering a good encounter every time

Chapter 4: Providing structure to the encounter

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The University of Arizona College of Medicine – Tucson designates this enduring material for a maximum of **1.00** *AMA PRA Category 1 Credit(s)* ™

Eliciting Patient Concerns

Encourage early disclosure of patient concerns, optimize encounter time management, and improve patient experience. This interactive online course shows how to prioritize patient concerns, build patient trust, identify opportunities for empathy, and respond to patient feelings using empathy.

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LEARN HOW TO:

- Understand causes of patient reluctance

- Identify opportunities for empathy

- Use empathy to improve patient interactions

- Structure the encounter to maximize disclosure

- Use phrases that encourage disclosure

- Effectively use attentive listening

- Elicit concerns using reflective statements

- Identify and respond to non-verbal cues

CONTENT

Chapter 1: The importance of eliciting patient concerns

Chapter 2: The important role of empathy

Chapter 3: Structuring your encounter

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Patient-Centered Information Gathering

Uncover deep insights about the nature of patient symptoms, achieve earlier and more accurate diagnoses, and improve patient experience. This interactive online course shows how to facilitate patient-centered encounters, gather critical information, increase patient understanding, and attain greater medication adherence.

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LEARN HOW TO:

- Understand the problem from the patient's perspective

- Conduct an information-rich conversation

- Quickly uncover critical disease information

- Encourage patients to elaborate

- Understand the patient's experience of illness

- Demonstrate empathy

- Clarify and summarize information gathered

- Reduce anxiety for patients and their families

CONTENT

Chapter 1: Gathering the right patient information

Chapter 2: Questions that make a difference

Chapter 3: Techniques for maximizing patient elaboration

Chapter 4: Confirming a shared understanding

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Maximizing Patient Understanding and Recall

Make your treatment instructions more memorable, deliver explanations that patients understand, and improve patient experience. This interactive online course shows how to build patient understanding, improve medication adherence, and facilitate patient recall at the right time.

LEARN HOW TO:

- Identify the right amount and type of information

- Present new information in memorable ways

- Use strategies to make complex information understandable

- Deliver bad news appropriately

- Use techniques to improve retention of information

- Provide information that can be easily recalled

- Achieve a shared understanding with your patient

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CONTENT

Chapter 1: Identifying the patients information needs

Chapter 2: Delivering information effectively

Chapter 3: Communication that aids accurate recall
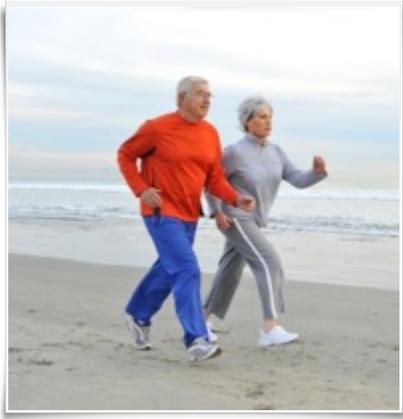
Chapter 4: Achieving a shared understanding

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Motivating Patients

Overcome patient ambivalence, discuss the issue of change with patients, and improve patient experience. This interactive online course shows how to identify when a patient is ready for change, uncover personal drivers for lifestyle changes, gain patient commitment, and improve treatment adherence.

LEARN HOW TO:

- Raise the subject of change
- Recognize patient language indicating readiness to change
- Strengthen patient commitment to change
- Guide patients toward making good choices
- Motivate patients and overcome ambivalence
- Identify and address patient resistance to change
- Assess patient ability to change

CONTENT

Chapter 1: The basics of Motivational Interviewing

Chapter 2: First steps toward motivation

Chapter 3: Overcoming patient ambivalence

Chapter 4: Resistance and readiness

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Setting Mutually Agreed Goals

Understand patient health goals, engage patients in decision making, and improve patient experience. This interactive online course shows how to agree with patients on mutual goals, overcome barriers to goal achievement, and negotiate with patients to find common ground.

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LEARN HOW TO:

- Evaluate patient willingness to share decision-making
- Identify patient health objectives
- Discuss ways to achieve health objectives
- Encourage patient engagement in decision-making
- Help patients evaluate management options
- Negotiate a management plan
- Agree with patient on mutual goals
- Identify barriers to goal achievement
- Develop strategies to overcome barriers

CONTENT

Chapter 1: Introduction and overview

Chapter 2: Presenting treatment options

Chapter 3: Exploring patient preferences

Chapter 4: Negotiating a plan

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Managing Difficult Patients

Transform a difficult interaction into a productive dialogue, understand psychological drivers of difficult behaviors, and improve patient experience. This interactive online course shows how to strategically manage difficult encounters, avoid responses that worsen difficult interactions, and overcome difficult behaviors.

LEARN HOW TO:

- Recognize difficult patient encounters
- Identify characteristics of 7 difficult patient types
- Use collaboration with difficult patients
- Identify when empathy will improve a difficult interaction
- Appropriately adjust the power balance in the relationship
- Use effective strategies for each difficult patient type
- Confidently conduct interactions with difficult patients

CONTENT

Chapter 1: Who is the difficult patient?

Chapter 2: The Angry Abuser

Chapter 3: The Complainer

Chapter 4: The Manipulative Help-Rejecter

Chapter 5: The Entitled Demander

Chapter 6: The Self-Destructive Denier

Chapter 7: The Dependent Clinger

Chapter 8: The Indifferent Obstructor

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Cross Cultural Communication

Develop cultural competence, bridge cultural gaps, understand common culture-specific medical practices, and improve patient experience. This interactive online course shows how to avoid communication traps and cultural gaffes, build strong patient partnerships despite cultural differences, and manage language barriers.

LEARN HOW TO:

- Conduct culturally-competent encounters

- Uncover critical information for cultural understanding

- Understand the impact of patients ethnicity on treatment choices

- Identify when cultural beliefs are impacting health status

- Manage cultural differences with sensitivity

- Recognize behaviors to avoid with different cultural groups

- Prevent misunderstandings arising from language differences

CONTENT

Chapter 1: Why Cultural Competency matters

Chapter 2: Building Blocks

Chapter 3: Bridging the Divide

Chapter 4: Overcoming Language Barriers

Chapter 5: Managing Patients of Latino Descent

Chapter 6: Managing Patients of African American Descent

Chapter 7: Managing Patients of Chinese Descent

Chapter 8: Managing Patients of Indian Descent

Chapter 9: Managing Patients of Middle Eastern Descent

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For further information, please contact

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