

Prometheus

Kick-off conference



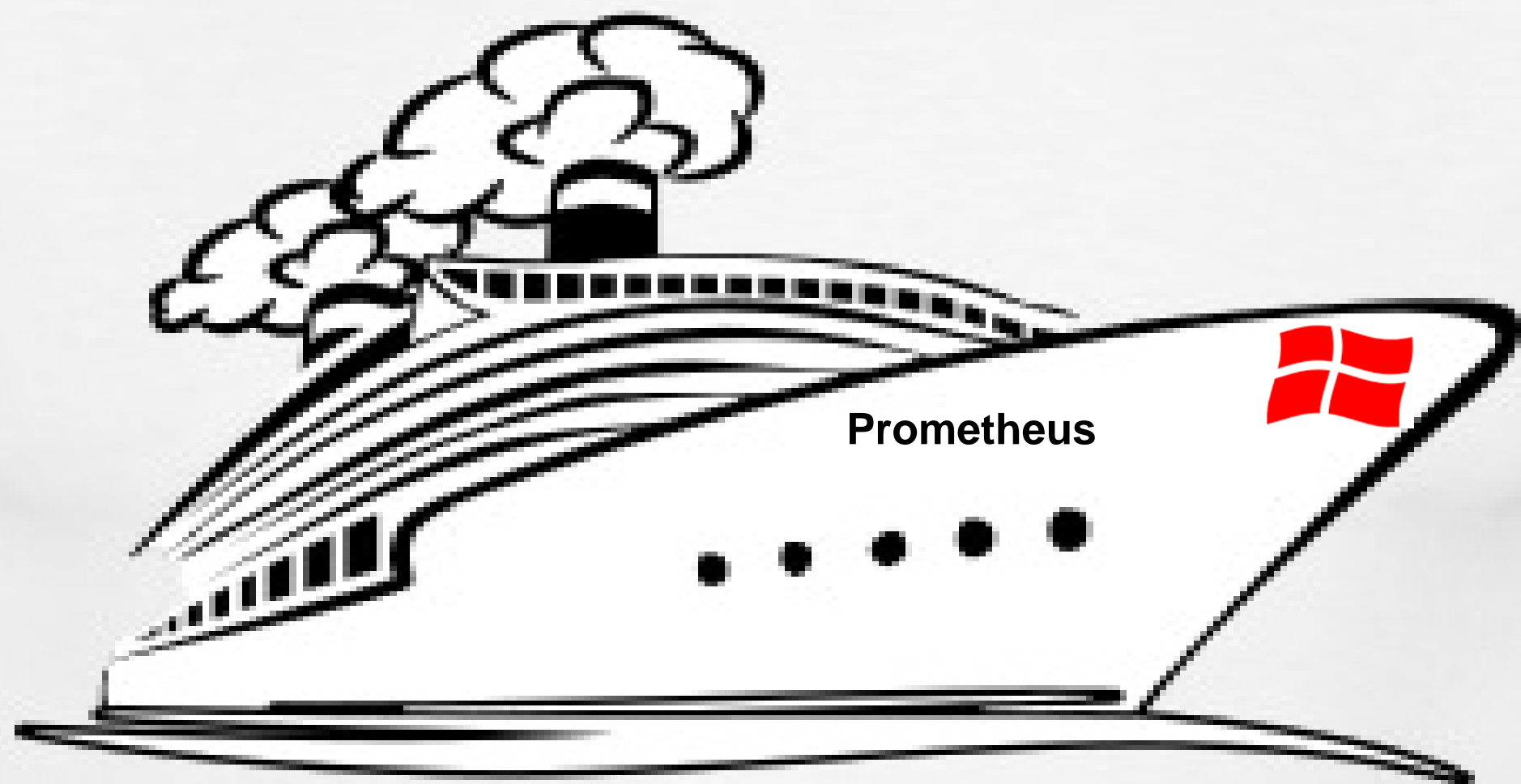
Interreg
Deutschland - Danmark



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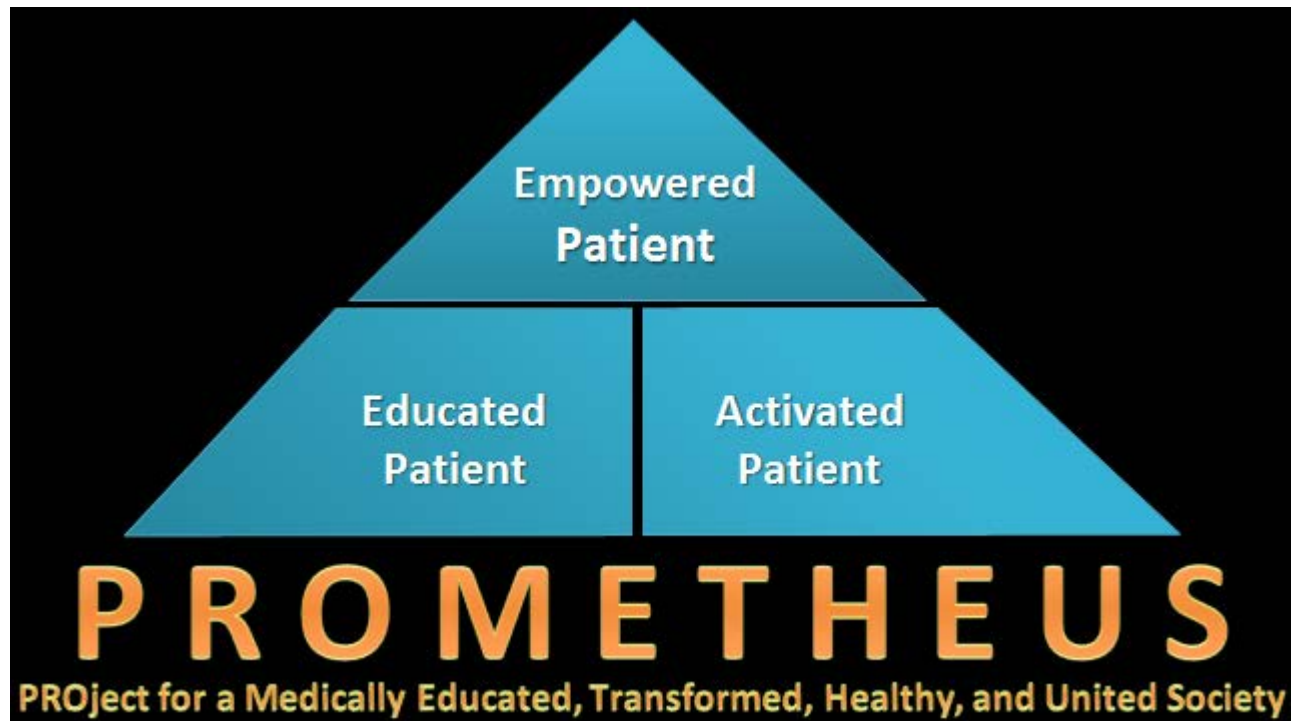
Health Services Research Unit
Lillebaelt Hospital / IRS University of Southern Denmark

December 10, 2015









Improving the communication skills of health professionals



- Train the trainer courses for 80 health professionals
- Communication training of all staff members with patient-contact (about 3000 employees)
- Maintenance of communication skills

Ammentorp J, Kofoed P-E. Pat Educ Couns. 2011

The communication course

2 days
education / role plays



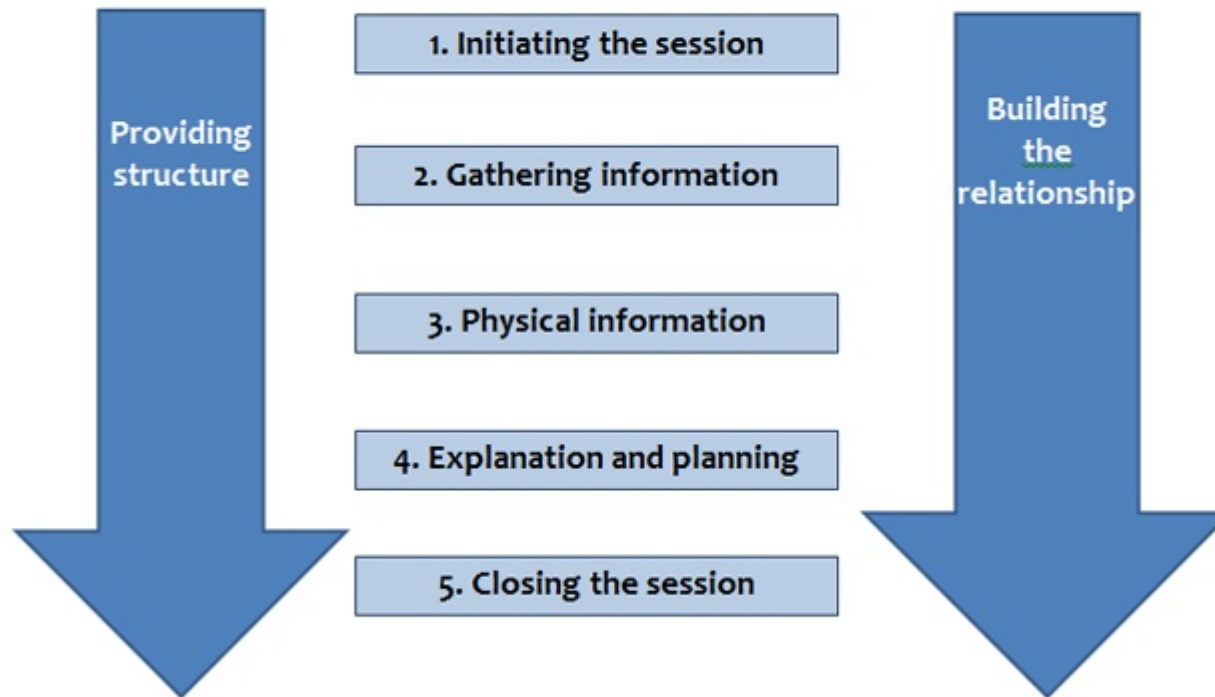
Recording a video



1 day
feedback on
video recordings



Cambridge-Calgary Observation Guide



Silverman J., S.M. Kurtz and J. Draper(1998)

Status december 2015

- 10 clinical departments have completed the courses for doctors and nurses (1495 employees)
- 5 clinical departments are well underway with the communication courses (1162 employees)
- All hospital porters have completed the course
- Secretaries, telephone operators, radiology staff, laboratory technicians will finish the courses in the beginning of 2016

Is the intervention effective?

Investigating:

- If the communication becomes more patient-centred
- The patients experiences of the communication
- Health professionals self-efficacy
- Barriers and facilitators related to the implementation

Next step

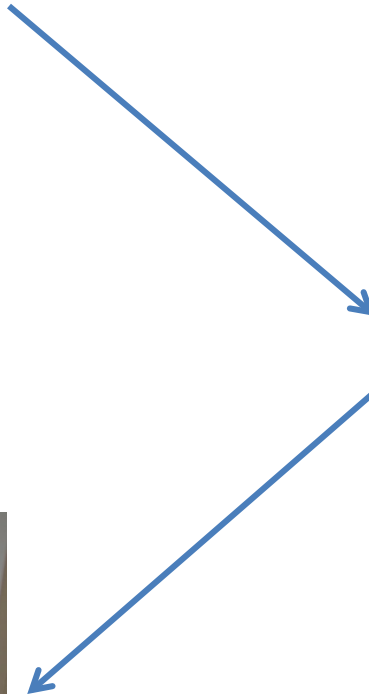
- Develop and evaluate a training module in Shared Decision Making

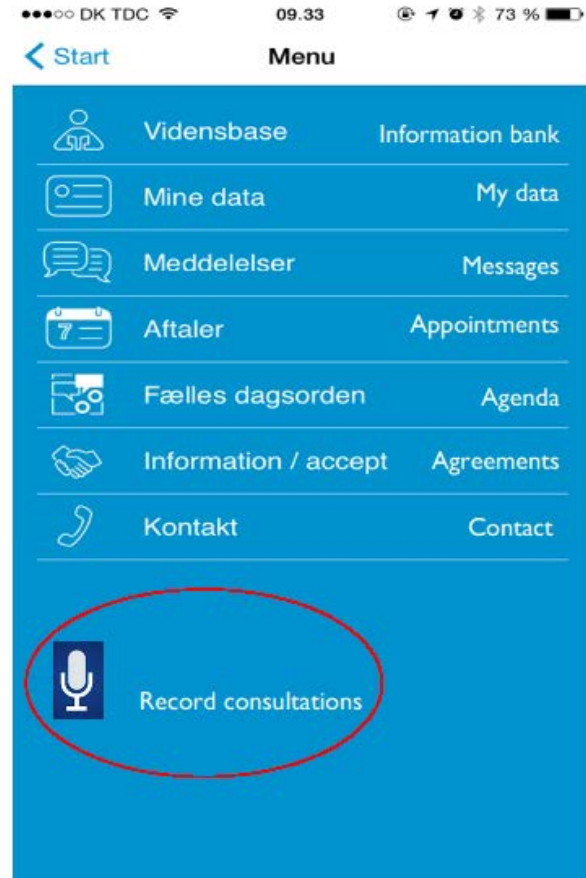
Including:

- Theater methods
- Development of videos and e-learning



Stored at :
Interactive Voice
Response platform





Self-tracking



