



# T2 – Teaching the Communicator Role

## CanMEDS Communicator



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Date



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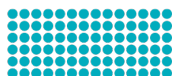
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# Objectives and agenda

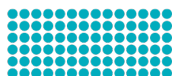
1. Recognize the common words related to the Communicator Role
2. Apply key communication steps to examples from day-to-day practice
3. Develop a personal communication resource for day-to-day practice





# Why the Communication 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





# Communication skills

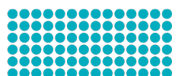
- are skills that can be readily defined, taught, and assessed
- communication skills need to be intentionally developed and refined as all essential clinical skills
- need to actively engage in the development of their communication skills via deliberate practice





# 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.





# Key Terms

- therapeutic relationship
- patient-centred approach
- empathy
- common ground
- shared decision-making
- signposting
- categorization
- chunking and checking
- safety net





# Key features of a good communicator

- Interactive
- Dynamic and responsive
- Reduces uncertainty
- Planned, purposeful
- Welcomes practice and feedback







# 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





# HINTS on patient centredness

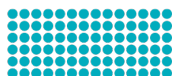
1. Orient yourself to this patient and needs, aka patient-centred
2. Watch for signals and cues. Seek confirmation. Silence may not be agreement
3. Be careful about labels to patients or their problems





# Worksheet T3

Communication scripts for day-to-day communication





# Written communication skills framework

- CONTENT (what is considered essential to include)
- STYLE (visual layout)





# Worksheet T4

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





# Sample written communication





# 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





# References

- 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.







# Other Slides





# Communicator Key Competencies

Physicians are able to:

1. Establish professional therapeutic relationships with patients and their families
2. Elicit and synthesize accurate and relevant information, incorporating the perspectives of patients and their families
3. Share health care information and plans with patients and their families
4. Engage patients and their families in developing plans that reflect the patient's health care needs and goals
5. Document and share written and electronic information about the medical encounter to optimize clinical decision-making, patient safety, confidentiality, and privacy





# Communicator Key Competency 1

Physicians are able to:

1. Establish professional therapeutic relationships with patients and their families
  - 1.1 Communicate using a patient-centred approach that encourages patient trust and autonomy and is characterized by empathy, respect, and compassion
  - 1.2 Optimize the physical environment for patient comfort, dignity, privacy, engagement, and safety
  - 1.3 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
  - 1.4 Respond to a patient's non-verbal behaviours to enhance communication
  - 1.5 Manage disagreements and emotionally charged conversations
  - 1.6 Adapt to the unique needs and preferences of each patient and to his or her clinical condition and circumstances





# Communicator Key Competency 2

Physicians are able to:

2. Elicit and synthesize accurate and relevant information, incorporating the perspectives of patients and their families
  - 2.1 Use patient-centred interviewing skills to effectively gather relevant biomedical and psychosocial information
  - 2.2 Provide a clear structure for and manage the flow of an entire patient encounter
  - 2.3 Seek and synthesize relevant information from other sources, including the patient's family, with the patient's consent





# Communicator Key Competency 3

Physicians are able to:

3. Share health care information and plans with patients and their families
  - 3.1 Share information and explanations that are clear, accurate, and timely, while checking for patient and family understanding
  - 3.2 Disclose harmful patient safety incidents to patients and their families accurately and appropriately





# Communicator Key Competency 4

Physicians are able to:

4. Engage patients and their families in developing plans that reflect the patient's health care needs and goals
  - 4.1 Facilitate discussions with patients and their families in a way that is respectful, non-judgmental, and culturally safe
  - 4.2 Assist patients and their families to identify, access, and make use of information and communication technologies to support their care and manage their health
  - 4.3 Use communication skills and strategies that help patients and their families make informed decisions regarding their health





# Communicator Key Competency 5

Physicians are able to:

5. Document and share written and electronic information about the medical encounter to optimize clinical decision-making, patient safety, confidentiality, and privacy
  - 5.1 Document clinical encounters in an accurate, complete, timely, and accessible manner, in compliance with regulatory and legal requirements
  - 5.2 Communicate effectively using a written health record, electronic medical record, or other digital technology
  - 5.3 Share information with patients and others in a manner that respects patient privacy and confidentiality and enhances understanding

