



## Clinical Communication Professional Program

<b>Description:</b>	This interactive program develops effective communication strategies which improves patient outcomes. The principles of Patient/Consumer Centred Care are the core concepts of the day to practicing advanced communication techniques. Sessions include workshops, scenarios and case studies. Delivered by subject matter experts.
<b>Learning Objectives</b>	At the conclusion of this study day, the learner will be able to: <ul style="list-style-type: none"> <li>Identify communication strategies for improved patient outcomes</li> <li>Display an awareness of crises resource management and the strategies for creating an instant effective team</li> <li>Practice advanced communication techniques through simulation.</li> </ul>
<b>What participants say:</b>	"I came into the day looking to improve my skill, which I thought were not too bad, and have come away with a better ability to examine my own practice and limitations and improve upon them".
<b>Who should attend?</b>	All nurses and health care professionals working in a healthcare service.
<b>Program drivers:</b>	Supportive of National Safety & Quality Health Service Standard 6; Training Needs Analysis; Postgraduate supportive program.
<b>Program preparation:</b>	Completion of learning activities via online learning (Moodle).
<b>Facilitator:</b>	<b>Sam Schoen</b>   Staff Development Educator   Professional Development   Centre for Nursing Education   SCGH.
<b>Program details:</b>	<p><b>Time:</b> 0745 – 1615</p> <p><b>Date:</b> Tuesday 14<sup>th</sup> May <u>or</u> Tuesday 12<sup>th</sup> November 2019</p> <p><b>Venue:</b> Q block, CNE, SCGH</p> <p><b>Cost:</b> SCGOPHCG applicants- free of charge NMAHS applicants- \$55.00 External applicants- \$110.00 inc.GST.</p>
<b>#Keywords:</b>	AIDET; Communication framework; Assertive communication; Documentation; Clinical reasoning; ISOBAR; Crisis resources management; Effective teams.



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### Enquiries:

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