



WHOLE Communication

Connecting with Uncommon Compassion

The **WHOLE Communication: Connecting with Uncommon Compassion** course is a part of an Adventist Health System initiative to provide attending physicians an opportunity to receive training in patient centered communication and practical skills to strengthen relationships as physicians engage with patients and families. It is an investment in improving physician-patient centered communication skills and in aligning our relationships with patients around whole-person care.

The course is designed for attending physicians at all levels of experience and is taught by physician trainers prepared by the American Academy on Communication in Healthcare. The course involves didactic presentations small group interaction, and skills practice along with faculty coaching and feedback.

This course is worth
7.5 AMA PRA
Category 1 Credit(s)[™]

OVERVIEW: 3 FUNDAMENTAL SKILL SETS

Beginning Patient Encounters	Relationship-Centered Skills	Closing Patient Encounters
<ul style="list-style-type: none"> Establish rapport Elicit a patient's concerns Negotiate an agenda with a patient <p>First impressions are lasting. Therefore, healthcare providers must quickly and effectively establish connections with patients, families and other members of the healthcare team. This segment of the program will introduce practical skills, including building quick rapport, acknowledging communication barriers, eliciting concerns, and negotiating an agenda.</p>	<ul style="list-style-type: none"> Explore the patient's perspective Listen reflectively Respond with compassion & empathy <p>As patients connect with providers and share their perspectives, opportunities nearly always surface for providers to recognize and respond to emotions. This segment of the program will offer concrete skills for building stronger relationships, including asking open-ended questions, seeking the patient's perspective, and expressing compassion, prior to transitioning to the work of a typical patient-provider encounter.</p>	<ul style="list-style-type: none"> Share info incrementally Assess understanding Clarify & use plain summaries <p>We often hear in our patient experience feedback that patients may not fully understand what was shared with them by the physician. Providers may assume that patients have listened and accurately processed information exchanged during healthcare encounters. This segment of the program will describe the importance of ending patient visits using specific techniques to share information in order to maximize patient understanding and adherence.</p>

The curriculum and our AHS physician facilitators are certified by The American Academy on Communication in Healthcare. This activity has been planned and implemented in accordance with the Essentials Areas and Policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of Florida Hospital and Adventist Health System. Florida Hospital is accredited by the Florida Medical Association to provide continuing medical education for physicians. Florida Hospital designates this live activity for a maximum of 7.50 AMA PRA Category 1 Credits[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.