

Effective Communication Skills

By learning effective communication skills, providers, patients and family members are taking one of the most important steps toward achieving improved medical outcomes and patient satisfaction. Staff and patients have fewer misunderstandings, patients are more involved, they may be more compliant, and there are fewer disruptions in the facility. Below are resources for effective communication.

Dialysis Care Communication for Quality

This is a booklet of training modules for patient care staff. It is designed to help staff learn communication skills that can help enhance patient care and satisfaction and improve medical outcomes. Modules 1, 2, 3 focus on communication as it relates to professionalism and patient-centered care. Each module can be used independently. <http://www.esrdnet5.org/inservice.asp>

MultiCare Communicating with Your Health Care Team

This web site discusses the importance of communicating with your doctor to get the information you need. The site also contains a tool called, MultiCare My Care Plan (<http://www.multicare.org/home/my-care-plan>), which identifies each patient's unique needs, concerns and problems to help develop a treatment plan. <http://www.multicare.org/home/communicating-health-care>

Ask Me 3

This web-site is designed for patient education and for staff awareness of how literacy skills impact on patient/provider relationships.

<http://www.npsf.org/askeme3/>

Motivational Interviewing

<http://www.motivationalinterview.org/library/index.html>

Web site created in cooperation with the Motivational Interviewing Network of Trainers (MINT), William R. Miller, Ph.D., and Stephen Rollnick, Ph.D. Visit their library to find articles, Power Points and other useful materials.

“Stop Talking, Start Communicating”

This article is geared towards establishing a partnership with one's physician. It was written by Drs. George Porter and John Newmann was provided to participants attending the American Association of Kidney Patients National Convention, September 6, 1996.

<http://www.therenalnetwork.org/services/resources/pdf/DevelopingPartnershipWithYourPhysician.pdf>

Quick Tips –When Talking With Your Doctor

This article was developed by the U.S. Department of Health and Human Services' Agency for Healthcare Research and Quality. The article stresses that the way to stay healthy is to take an active role as a member of your health care team.

<http://www.ahrq.gov/consumer/quicktips/doctalk.htm>

