



Service Priorities and Programmes
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**Enhancement of Patient-Doctor Communication through Simulation Training:
An innovative approach to patient empowerment**

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Introduction

Patient doctor communication is a fundamental component of clinical practice. Empirical findings have shown that effective communication in healthcare interaction can build the rapport and engage patient to manage their health. Patient's level of participation also influences health care providers behavior. Despite known benefits of active participation, patients may lack of skills to communicate effectively or they feel passive to overburden health care providers. In light of this observation, patient communication training program is a potentially effective tool for promoting patient participation and empowerment.

Objectives

To develop a simulation training program using the PACE system To deliver a simulation training program to a group of out patients and carers to enhance their communication skill and competency when interact with health care providers.

Methodology

PACE System is widely used patient communication training curriculum especially designed for primary care and subsequently applied in a variety of clinical settings. PACE stand for: Presenting information, Asking questions, Checking understanding and Expressing concerns. 3 clinical follow up scenario were designed with assistance from Doctor, Nurse, Pharmacist and a patient volunteer to take part as actors to illustrate the usual out patient consultation trajectory. Debriefings were held immediately after each section. Participants were encouraged to discuss the communication skills used by actors and reinforced the good learning points.

Result

2 simulation training sessions were organized and conducted by Patient Resource Centre. There were total 35 participants joined the program. Better communication can enhance patients' knowledge of their disease, which may ultimately improve decision-making, treatment adherence and health outcomes. The satisfaction level is pretty high after the training and they expressed interest to join similar creative training sessions in future. Comments received in evaluation survey were very positive and it is promising that all of them found the communication strategies were useful and applicable. They also agreed that more patients should attend such training sessions in order to enhance the Patient – Doctor interactions. The simulation-training program not only gave them essential communication skills, it also helps them to recognize the sharing emotions and concerns are desired and expected. Trained patients may communicate more clearly and efficiently in healthcare interactions. Results also suggested that trained patients could receive and understand more individualize health related information. It would ultimately benefit health care providers and avoid frustrations due to ineffective interactions.