

Effective Communication for Healthcare in NHS Scotland (2002-2015)

A postgraduate, clinical communication education programme for health professionals

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Introducing EC4H

Effective Communication for Healthcare is a highly successful and well-established, postgraduate education programme based in NHS Lothian. Workshops facilitated by senior NHS clinicians are designed to meet the needs of doctors, nurses, senior clinical managers and other health professionals working in the NHS.

Since 2011, partner NHS Boards (NHS Lanarkshire and NHS Forth Valley) with an EC4H licence have run an expanding programme of local workshops delivered by tutors trained and accredited by the EC4H lead tutors. They access and use all the website and course resources of the EC4H programme. New partners in Scotland and internationally are also developing EC4H programmes.

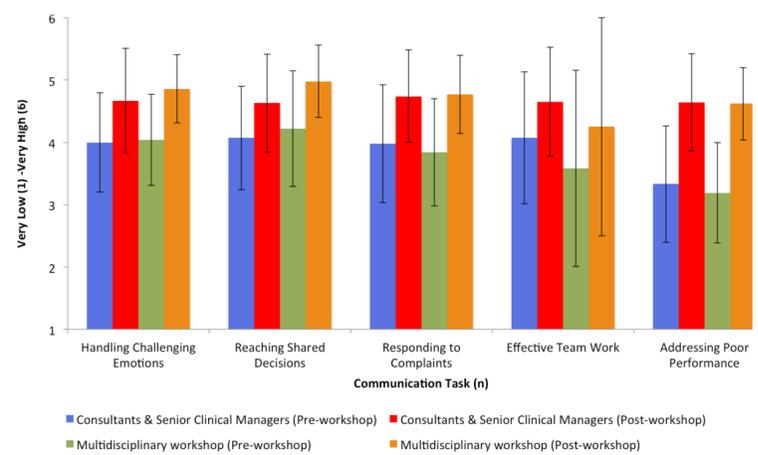
EC4H Programme

A wide range of workshops are available. Recent topic workshops have supported the Health Improvement Scotland 'Being Open' project, Medical Certification of Death reviewers, and best practice in 'Talking about deteriorating health and CPR'.

Interactive demonstrations enable groups to explore different strategies for addressing key goals and 'turning points' in interviews through simulation, testing, evaluation and constructive feedback. Participant role play allows group members to work on challenging situations from their own practice in a confidential peer learning group.

EC4H workshop Evaluations

Data from an integrated evaluation of 13 EC4H Communication Challenges workshops delivered to 25 consultants, 18 senior clinical managers, 30 registrars/ specialty doctors, 21 senior nurses and 6 senior allied health professionals in NHS Lothian over the past 5 years (2010- 2014) showed significant changes in perceived competence for both the consultants/ managers workshops and the multidisciplinary workshops. Self-efficacy was ranked by the 100 participants on a 6-point scale and analysed using the Wilcoxon Signed Rank Test. Supplementary comments and reflections were uploaded anonymously by all participants.



"Immensely valuable course - being encouraged to choose a topic that would "stretch" my comfort zone meant much more valuable learning."

Consultant

"We looked at difficult and challenging situations which illustrated the multifaceted aspects of our jobs - and how we have to adapt our skills and approach to give the best to our patients and organisation."

Senior Clinical Manager

"Role playing the patient gives you a completely new take. Conversations are difficult from the doctor's perspective but the approaches we use have a powerful impact on the patient, to a degree I hadn't appreciated."

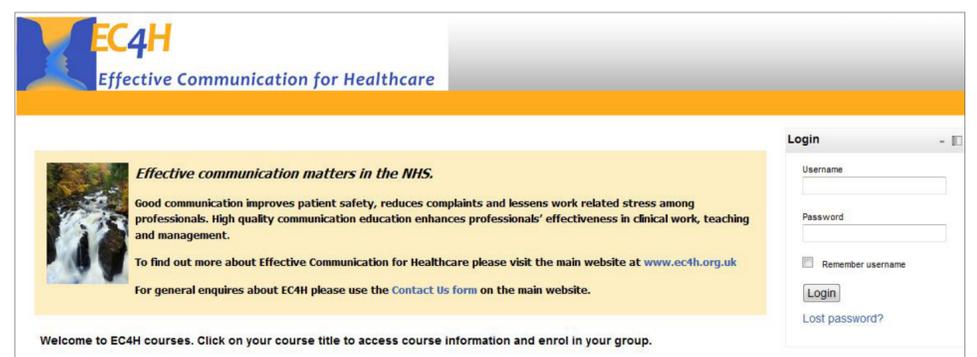
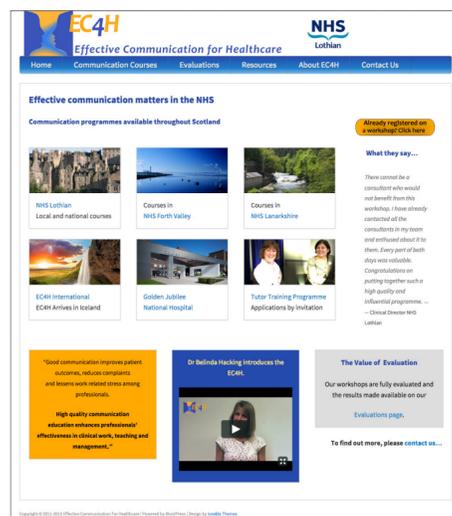
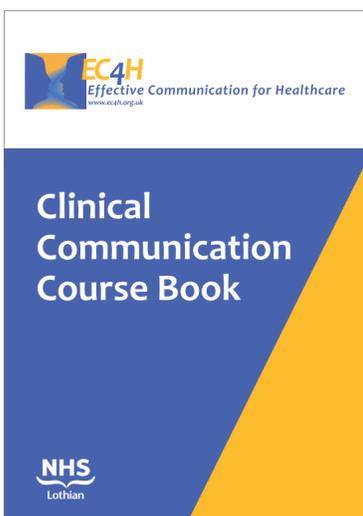
Registrar

"An excellent, well supported workshop that was incredibly useful"

Consultant

EC4H Resources

Participant course books, resources on the main EC4H website, password protected online learning resources and evaluations for each workshop, and a structured programme for tutor training and continuing professional development are provided.



Contact us

For information about the EC4H Programme visit: www.ec4h.org.uk

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