

Methods for train-the-trainer education in use of a global communication scale.

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Abstract

Poster Topic: Communication

Background/rationale:

Simulation is a valuable tool to educate health professionals on effective communication. It also is a method that can bring educators together to create, evaluate, and test new instruments for assessment. Communication is a key component for safe, effective health care delivery and has the potential to enhance patients' experiences within the health care system, empowering them to be active partners in the process, as well as impacting patient outcomes.

Objective:

To develop and test professional videos to teach therapeutic health communication to health professional educators using the "Global Interprofessional Therapeutic Communication Scale (GITCS ©)"

Description of the innovation:

The use of professionally developed videos (actors, film crew, film editors) to create, test, and train nurse educators in the assessment and evaluation of health communication techniques with nursing students at multiple schools of nursing at varying levels of education.

Impact:

The creation of professionally developed videos provides a portable, effective and easy to use method for health professional educator training in health communication assessment and evaluation. The videos are reusable, can be accessed from the web, and allow for specific analysis by pausing, reflecting on relevant points, and evaluating the actors communication techniques both verbal and non-verbal. The creation of these videos simultaneous with the development of an instrument that is relevant for global and interprofessional health student and clinician use will be valuable for health professional educators, clinicians, and patients.

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