



Workshop name

Mastering Patient Expectations

Improving patient satisfaction and reducing risk of litigation through identifying and modifying patient expectations prior to interventions

Target audience

General Practitioners and Specialists

Duration

2 hours

Number of participants

Optimum 7-15
Minimum 5
Maximum 25

Other recommended workshops

Workshops recommended to be undertaken before or after this workshop:

- Mastering Your Risk
- Mastering Adverse Outcomes
- Mastering Difficult Patient Interactions

See overviews at www.cognitiveinstitute.org

CME

Refer to College Accreditation and Points Document at www.cognitiveinstitute.org or email enquiries@cognitiveinstitute.org

Format

The workshop uses brief lectures, a review of the salient literature, videos, small and large group discussion, as well as reflective and interactive activities. Participants are given the opportunity through workshop activities to reflect on the challenges associated with making assumptions about patient expectations and to practice skills in responding effectively to a patient with unrealistic expectations.

Presenter

All presenters of Cognitive Institute workshops are General Practitioners or Specialists who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.

Objectives

- To increase understanding of the relationship between medico-legal risk and patient expectations
 - To increase understanding of patient expectations: their origins, how expectations vary between specialties and the range of potential expectations patient may have
 - To enhance communication skills to elicit and modify patient expectations
 - To learn and rehearse skills in responding effectively to patient expectations that have been assessed as being unrealistic
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Benefits

- Improved patient relationships
 - Reduced risk of complaint and litigation
 - Enhanced personal satisfaction
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Overview

All patient disappointment arises from unmet expectations. Patient satisfaction levels are directly related to whether their individual expectations of the doctor, the encounter, the service and the outcome of any intervention have been met.

Numerous studies have shown that patients' assessment of quality and satisfaction with the care they receive is related more to perception of healthcare professionals' communication skills, attitudes and feelings than technical competence.

Bertakis et al cited in Williams 1995, Williams and Calnan 1991, Stewart et al 1999

The ability of health professionals to meet patients' needs will directly relate to their risk of complaint and claim. However patients frequently do not express their expectations and may have expectations that are unrealistic. The workshop makes the important point that meeting every expectation of all patients is not only impossible but may also be unethical and/or illegal.

The workshop also addresses the variation of patient expectation between specialties (eg. between geriatrics and pathology). It encourages participants to consider where their specialty may lie on a spectrum between expectations for high levels of interpersonal service at one end and expectations of a commodity at the other.

A communication model is taught to enhance participants' ability to elicit patient expectations, both realistic and unrealistic, and to help modify those that are unrealistic. It also provides guidelines for reflective activity should health professionals consider they are not able to meet patient expectations. Examples of effective communication with patients in this difficult situation are presented.

For information on the Cognitive Institute, presenters and workshops visit www.cognitiveinstitute.org

To book a workshop call Head Office on 61 7 3876 5711
or email enquiries@cognitiveinstitute.org

