

Program Offerings

R.E.D.E. to CommunicateSM: Foundations of Healthcare Communication Course

Overview

The R.E.D.E. to CommunicateSM: Foundations of Healthcare Communication course introduces clinicians to the R.E.D.E.SM Model of relationship-centered communication and how it applies to any clinical practice. R.E.D.E. to CommunicateSM: Foundations of Healthcare Communication is grounded in evidence-based best practices, adult learning theory and experiential learning.

Participants' professional expertise and experiences as providers and consumers of healthcare will be leveraged as participants practice each of the three phases in R.E.D.E.SM (Relationship: Establishment, Development, Engagement). Skills practice followed by self-reflection and feedback from peers and peer facilitators will be used. At the end of the course, challenging communication scenarios will be solicited and explored to highlight the application of R.E.D.E.SM skills.

Creative educational techniques, such as action methods and medical improv, and dynamic small group facilitation will get participants out of their seats and into a safe space to practice the art of communicating effectively.

Details

- Facilitated by two Cleveland Clinic physicians, advanced clinical care providers or an interprofessional team who have trained thousands of providers
- Program typically offered 8 a.m.-4:30 p.m. and provides food and beverages throughout the day
- For MD/DO, advanced clinical care providers and other stakeholders in healthcare
- Highly interactive process to engage learners from the moment they walk in

Objectives

- Identify evidence of the value of effective communication skills in healthcare
- Establish rapport and plan a patient encounter
- Elicit the patient perspective using different tools
- Apply a variety of methods to convey empathy
- Engage the patient in decision-making and education
- Practice applying relationship-centered communication skills in challenging clinical cases

Agenda

Morning

- Overview
- Phase 1: Establishing the relationship (interactive didactic, skills demonstration & practice)
- Phase 2: Developing the relationship

Afternoon

- Phase 3: Engaging the relationship
- Integrative application of the skills
- Wrap-up & evaluation

Deliverables

- Presentation handouts
- R.E.D.E.SM skills checklist
- Presentation reference list
- Electronic distribution of published article about R.E.D.E.SM
- R.E.D.E.SM Model pocket cards
- 3 month follow-up cards
- Facilitators will bring the R.E.D.E.SM presentation, poster boards, and pre/post course surveys

CME

Option to have Cleveland Clinic Continuing Education department certify CME credit hours. The course is currently approved for seven (7) CME credit hours. Fee is based on implementation plan and needs.