

**EJP Communications
Educational Consultants**

Michael Breen, MBA

Dr. Eleanor J. Pierre, Ph.D.

A proposed interpersonal program for Health Care Practitioners

This program is based on improving practice to integrative health care.

A Conceptual Framework

Integrative health care has become a common term to describe teams of health care providers working together to provide patient care. There are seven different models of team-oriented health care practice: parallel, consultative, collaborative, coordinated, multidisciplinary, interdisciplinary and integrative. Each of these models occupies a position along the proposed continuum from the non-integrative to fully integrative approach they take to patient care. The framework is developed around four key components of integrative health care practice: philosophy/values; structure, process and outcomes.

This framework can be used by patients and health care practitioners to determine what styles of practice meet their needs and by policy makers, healthcare managers and researchers to document the evolution of team practices over time.

Effective interpersonal communication (IPC) between health care providers and patient is an important element for improved patient satisfaction, treatment compliance, and health outcomes. Patients will understand the nature of their illness and its treatment and will believe the provider is interested in their well-being and are more likely to comply with prescribed treatment. Several studies suggest a strong co-relation between positive health outcomes and improved quality associated with effective interpersonal communication.

EJP Communications promotes the efficacy of interpersonal relations and IPC can assist health care providers with a more effective working environment for their employees and patients.

Program Learning Outcomes:

Participants will demonstrate from this interactive training program:

- knowledge of self, clients, and interpersonal relations within a positive learning environment
- proficiencies in audience analysis, learning styles, gap analysis, design processes, critical thinking and practical skills as they recount, examine, monitor, and evaluate interpersonal experiences within a healthcare context

Deliverables:

Components of the Training

1. Defining the parameters
2. Preparation of invitational encounters with healthcare personnel and outside clients
3. Creating an atmosphere of collegial relationships
4. Designing workshops targeted to specific needs of the stakeholders involved

Benefits:

1. Improved interpersonal practices
2. Increased productivity
3. Becoming reflective practitioner
4. Promoting change where needed

The What: *Examples of evidence to demonstrate learning in #1*

Understanding of personal Philosophies and how they drive behaviors

Evidence of learning experiences

Plans for professional development

The How:

Why personal world views contribute to values, attitudes, and emotions

Communication Skills

Providing services with all cognitions - the head, hand, and heart

Content Breakdown:**6 Workshops that makes up a Program – Certificates provided at completion**

1. **Interpersonal/Intrapersonal Skills**
2. **Emotional Intelligences**
3. **First Impressions**
4. **Getting the message across**
5. **Attending to Multiple Needs**
6. **Managing Expectations**