



Masterclass

Complaints Regarding Care:

Communication strategies to effectively respond and address patients' and family member's complaints.



Date: Wednesday 8
January 2020

Cost: €200

CPD Credits: 6

Location: TR422, 423,
26 York Street

Time: 9.30am – 4.30pm

Contact: cpdss@rcsi.ie
or click on the link below

REGISTER HERE

Programme overview

Receiving a complaint from a patient or family member can be one of the most stressful aspects of clinical practice. Evidence indicates that the initial response to a complaint is linked to subsequent successful resolution and satisfaction for all concerned. The skills are frequently not intuitive but are easily acquired. This course will be highly interactive and participant-centred, with a mixture of experiential learning and didactic teaching.

- The course will focus on training and empowering consultants to respond quickly and sensitively to complaints.
- Participants will also have the opportunity to practice and share a variety of approaches to this aspect of clinical communication skills using simulation and clinical vignettes.
- Group problem solving will seek to address obstacles that participants face in attempting to find satisfactory resolution to complaints, the implications for themselves and their experiences and concerns regarding the topic.
- All participants will be given the opportunity to identify how insights from the course can be practically implemented in their specific institutional setting and what they perceive as the most important take home points from the course.

Programme faculty



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- Professor of Clinical Communication & End-of-Life Care, Deakin University School of Medicine.
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