



Astute Doctor Communicate Program on Ovid®

Poor communications between patients and their healthcare providers can adversely impact the quality and cost of care, lower patient satisfaction and physician performance scores, and increase medical errors and the risk of malpractice claims.

Now available via Ovid®, this suite of 6 CME-accredited interactive online courses helps licensed physicians, nurse practitioners, physician's assistants, residents in training, and medical school students acquire practical skills to improve how they communicate with their patients, resulting in better patient safety, satisfaction, and health outcomes, while minimizing physician burnout, malpractice risk and cost of care.

Key features of the training program:

- 6 online courses accessible via an interactive, flexible e-learning platform with intuitive navigation
- Evidence-based medicine and empathy-based adult learning techniques
- Case studies and examples, audio narration, visuals and diagrams, and quizzes and posttests
- Developed by physician and adult learning instructional designers and experts
- Ideal for physicians, nurse practitioners, physician's assistants, medical residents, and medical students
- CME awarded upon completion of each of the 6 courses

Easy-access, interactive online courses to improve patient-doctor communication

Why Astute Doctor Communicate Program?

- Enable direct care staff to acquire practical, “soft” skills that lead to better outcomes
- Supplement in-person teaching with online, on-demand skills training
- Reduce hospital readmissions and improve patient retention
- Improve community perceptions and increase patient experience scores
- Maximize value-based reimbursement and lower medical malpractice risk

Each course trains learners on:

- Conducting more effective patient-centered interactions
- Using empathy to deliver higher quality care and improve the patient experience
- Bridging the communication gap with their patients
- Improving their own performance and job satisfaction, while reducing burnout
- Learning practical skills and immediately apply them in daily practice

Building Strong Patient Relationships

Designed to build a strong rapport with patients quickly, to gain the patient's respect, and to improve the patient experience, by teaching participants how to facilitate an open, productive dialogue and achieve breakthroughs in patient understanding and acceptance.

Eliciting Patient Concerns

Demonstrates how to prioritize patient concerns, build patient trust, identify opportunities for empathy, and respond to patient feelings using empathy – in an effort to get the doctor to encourage early disclosure of patient concerns, optimize patient encounter time-management, and improve the overall patient experience.

Maximizing Patient Understanding & Recall

Trains practitioners on how to make treatment instructions more memorable, to deliver explanations that patients understand, and to improve patient experience. This will lead to better patient understanding, medication adherence, and patient recall at the right time.

Motivating Patients

Helps practitioners overcome patient ambivalence, discuss the issue of change with patients, and improve patient experience. More specifically, the course teaches them how to identify when a patient is ready for change, uncover personal drivers for lifestyle changes, gain patient commitment, and improve treatment adherence.

Patient-Centered Information Gathering

Shows practitioners how to more effectively facilitate patient-centered encounters, gather critical information, increase patient understanding, and attain greater medication adherence, so that they uncover deeper insights into patient symptoms, achieve earlier and more accurate diagnoses, and improve the overall patient experience.

Setting Mutually Agreed Goals

Trains course-takers how to agree with patients on mutual goals, overcome barriers to goal achievement, and negotiate with patients to find common ground in order to better understand patient health goals, engage them in decision-making, and improve the overall patient experience.

Request your free trial today!

Contact sales@ovid.com to see how the Astute Doctor Communicate Program on Ovid® enables learning to improve outcomes.