



Workshop name

Mastering Your Risk

Better interactions, Better quality, Better communication
An introduction to risk management

Target audience

General Practitioners and Specialists

Duration

Standard - 2.5 hours
Extended - 3.5 hours

Number of participants

Optimum 7-15
Minimum 5
Maximum 25

Other recommended workshops

- Mastering Difficult Patient Interactions
- Mastering Adverse Outcomes
- Mastering Consent
- Risk Management Masterclass

See overviews at www.cognitiveinstitute.org

CME

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

Format

Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities, rehearsal of skills.

Brief didactic presentations will provide the focus for small group sessions in which participants are able to share experience and pool knowledge, enabling critical comparison of their skills with their peers and peer learning. Videotaped case vignettes will be used to enable participants to analyse and reflect upon their own skills. The format has been carefully structured to enable a mix of lectures, discussion, critical reflection and evaluation.

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.

Overview

International research proves Doctors can reduce risk of litigation by improving communication skills and better managing patient expectations.

This workshop gives Doctors a thorough grounding in the issues surrounding risk management and introduces practical preventative skills and techniques Doctors can implement immediately to reduce exposure to litigation.





The workshop uses Australian and International research to explain the rationale and concepts behind risk management, including:

- Understanding why patients sue
- Why certain “bedside” manners expose some Doctors to increased risk
- Understanding principles of Informed Consent, Clinical Governance etc
- International experience in reducing risk and insurance premiums
- Communication skills and litigation - the link

The workshop then addresses what Doctors can do to reduce risk. International research identifies Doctor-patient communication as the major and common contributor to causes for litigation.

The workshop delivers communications skills training to Doctors, based on successful international risk management programs from Medical Defence Organisations – now experiencing significantly reduced claims and reductions in annual premiums.

Doctors also experience practical training in techniques to improve communication skills and patient satisfaction.

Premise

There are two groups of factors influencing the decision to sue:

Predisposing factors - rudeness, delays, inattentiveness, miscommunication, apathy, no communication

Precipitating Factors - adverse outcomes, iatrogenic injuries, failure to provide adequate care, mistakes, providing incorrect care, system errors

Precipitating events were unlikely to lead to litigation if there were no predisposing factors

Bunting et al, 1996

Objectives

- To provide a thorough grounding on the causes of complaints and litigation
- To reduce exposure to complaints and litigation by training Doctors in techniques to better manage patient expectations
- To inform Doctors about the link between communication and litigation
- To reduce exposure to complaints and litigation by providing Doctors with verbal and non-verbal communication skills training
- To challenge Doctors to incorporate the skills of listening, reflection and checking on patient understanding of treatment options
- To inform Doctors about the risks of litigation due to comments from allied health professionals
- To inform Doctors of the importance of documentation in protecting against litigation
- To reduce exposure to complaints and litigation by providing Doctors with standards for documentation and techniques to improve documentation
- To identify, demonstrate and then rehearse techniques that are proven to be beneficial in providing better information and understanding for patients about their management





Important statistics

What motivates patients to sue?

Harvard study:

- Adverse outcomes in 3.7% of admissions
- 1 in 4 adverse outcomes (1% of total) due to negligence
- Only 12% of patients who suffered negligence filed a lawsuit
- 2 out of 3 claims come from patients with no adverse outcome or an adverse outcome not due to negligence!

Leape et al, 1991

70% of litigation is related to poor communication

- Desertion
- Devaluation
- Lack of information
- Lack of understanding

Beckman, 1994

80% of complaints received related to poor communication

Health Services Commissioner Victoria Report, 1988

Greater than 50% of 263 patients who sued their Doctor claimed they were so turned off by the Doctor that they wanted to sue him/her before the alleged event occurred.

Mangels, 1991

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

