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| ***Lesson Plan*** | |
| **Teaching Unit** | Core Communication Skills for Palliative Care |
| **Title** | **Empathic communication and active listening** |
| **Learning Outcome** | Understand the practical application and effect of core communication skills. |
| **Summary** | During their illness trajectory patients need effective communication cu medical staff; this will foster both appropriate care and a trustful patient –doctor relationship. Empathic communication and appropriate listening skills are essential skill that can be developed. The students will learn the theoretical aspects by studying online, then they will apply and develop the newly-learned skills in a practical simulation, receiving feedback on their performance |
| **Learning Objectives**  **A – Attitudes**  **C- Cognition**  **S – Skills** | **Cognition**  1. Is confident in using active listening in various medical encounters. (Seminar (LM))  2. Describes a minimum 5 techniques to facilitate communication and active listening. (online (LM))  3 Understand and explain the effects of empathy in clinical care. (seminar/ bedside (LM))  **Skills**   1. Demonstrate active listening and appropriate use of facilitating skills in clinical consultations seminar |
| **Learning Methods** | Online / Classroom teaching 30 min + seminar 30 min  Lecture  Self-assessment of listening skills  Video analysis  Role play |
| **Timing** | Online/classroom 30 min  Ice-breaker 2 min  Lecture 10 min  Self-assessment 10 min  Lecture plus conclusion 8 min  Seminar 30 min  Recap algorithm and demonstration video 15 min  Role play 15 min |
| **Bibliography/Resources** | 1. Suchman AL, Markakis K, Beckman HB. A model of empathic communication in the medical interview. JAMA 1997; 277(8):678–682. 2. Fallowfield L. Jenkins V. - Effective communication skills are the key to good cancer care. Eur. J. Cancer 35(11) Oct. 1999 1592-1597 3. Lam KK. Empathy - an essential tool for communication for palliative care doctors. HKSPM Newsletter 2006, Sep Issue 2, 13.Wittenberg-Lyles E. Conveying empathy to hospice family caregivers: team responses to caregiver empathic communication. Patient Educ Couns 2012, 89(1), 31-37. 4. Bylund CL, et al. Developing and implementing an advanced communication training program in oncology at a comprehensive cancer center. J Cancer Educ. 2011, 26, 604-611. 5. Lelorain S, et al. A systematic review of the association between empathy measures and patient outcomes in cancer care. Psychooncology 2012, 21(12), 1255-64. 6. Back LA, Arnold RM, Baile WF, Tulsky JA. Approaching difficult communication tasks in oncology. CA Cancer J Clin 2005, 55, 164-177 |