What does the program entail?
• Hands-on, participatory program to improve patient outcomes & satisfaction
• Practice with peers under the guidance of communication experts who have extensive understanding of clinician challenges and realities
• Post-program activities, including check-in and coaching session

Who should attend?
Family Physicians, Specialists, IMGs, Residents and other Healthcare Providers. (26 participants max.)

You will learn how to:
• Apply an evidence-based model to enhance communication skills for healthcare providers
• Recognize challenging communication patterns that can arise in healthcare-related environments and relationships
• Identify and apply the qualities of a learning conversation for the purpose of effective communication with patients and colleagues
• Practice applying a structured communication approach to clinically relevant scenarios and cases, utilizing peer and facilitator feedback
• Identify and commit to incorporating newly-honed communication skills in one’s own professional environment for the purpose of improved patient and physician/self-satisfaction
OPTIMIZING COMMUNICATION FOR EXCELLENCE IN PATIENT CARE—LEVEL 1 - REGISTRATION

SUN Jan 17, 2016 OR SAT Feb 20, 2016
0900-1600

The Arbutus Club
2001 Nanton Ave
Vancouver, BC

CONTACT DETAILS

Dr.  Mr.  Ms.  Urban  Rural

Last Name  Given Name(s)

Address

City  Prov/State  Postal Code

Telephone  Fax

Email (required)

WORKSHOP FEES*
Includes course materials, lunch and refreshment breaks

Cost

Regular rate  $675

WORKSHOP DATES* (Choose one)

SUN Jan 17, 2016  SAT Feb 20, 2016

DIETARY REQUIREMENTS / ALLERGIES:

Severity:  HIGH  or  LOW, foods can be in the same room, but well labeled

PAYMENT

$  VISA  MC

TOTAL AMOUNT ENCLOSED

Credit Card Number  Expiry Date

Name of Cardholder  Signature

*No refunds or transfers, unless you cancel two weeks before the workshop date.

FOR MORE INFORMATION PLEASE VISIT

ubccpd.ca/course

• Accreditation Statement
• Refunds & Cancellations