

COMMUNICATIONS

The Art and Key to Quality and Safe Patient Care

This Module is the first of a series of Modules which will cover the spectrum of communications.

Communication shortcomings have been identified by Ontario's Quality Health Council as a need to be addressed. Research regarding medical errors / adverse events identifies that communication breakdown is a significant contributor to such events. In Medical Radiation Technology analyses of reported incidents to the Professional Liability Insurance (PLI) carrier, show that communication accounts for 92% (2006 stats, OAMRT) of patient complaints. Having well-developed competencies in communication is essential for all health-care providers.

On completion of the entire series a 'Certificate in Health-Care Communications' will be granted under the name of the Ontario Association of Medical Radiation Technologists (OAMRT). The OAMRT is a registered educational institute UNDER Federal legislation, and is exempt from the Ontario Private Career and Colleges Act (OPCCA).

The series of Modules that lead to the 'Certificate in Health-Care Communications' include:

- The Basics
- Communication - The Art
- Speaking Effectively
- Listening Effectively
- Conflict Resolution
- Negotiating
- The Essentials of Communicating Diplomatically and Professionally
- The Importance of Communication in Leadership