
Learning Objectives

MedBridge

Enhancing Communication and Rapport Through Patient-Centered Care

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Course Objectives:

Upon completion of this course, learners will be able to:

- Apply the three domains of learning involved in communicating effectively when interacting with children receiving PT and OT services and their families
- Explain patient-centered care and its four characteristics as described by the American Academy of Pediatrics
- Identify how to incorporate the three stages of the helpful interview
- Analyze who owns the problem in an emotionally charged patient and clinician interaction, and describe how to defuse it
- Apply assertive responses and DESC/DISC statements during challenging situations with patients and other caregivers