

Communication Skills for APNs and MDs

Michael Ghilissen

Table of Contents

I. Foundations of Healthcare Communication

- 1. Key Communication Theories and Models Relevant to Clinical Practice*
- 2. Verbal and Nonverbal Communication*
- 3. Effective Questioning Techniques and Active Listening*
- 4. Emotional Intelligence in Clinical Encounters*
- 5. Common Communication Barriers and Evidence-Based Mitigation*
- 6. Cultural Competence and Humility*
- 7. Synthesis and Interactions*

2. Patient-Centered Communication

- 1. Building Rapport and Therapeutic Alliance*
- 2. Patient Motivation, Engagement, and Activation Strategies*
- 3. Health Literacy Assessment and Clear Communication*
- 4. Addressing Health Misinformation and Supporting Informed Decision-Making*
- 5. Shared Decision-Making*
- 6. Empathy and Perspective-Taking as Core Relational Skills*
- 7. Synthesis and Interactions*

3. Communication in Challenging and High-Stakes Situations

- 1. Breaking Bad News: Structured, Evidence-Based Approaches*
- 2. De-escalation Techniques for Emotionally Charged Encounters*

- 3. Managing Difficult Patients and Families: Strategies for Resistance, Anger, or Complex Interpersonal Dynamics*
- 4. Communication during Emergencies and Time-Critical Situations*
- 5. Ethical and Legal Dimensions: Confidentiality, Informed Consent, and Communication Ethics*
- 6. Documentation Requirements and Medicolegal Considerations Tied to Communication Events*
- 7. Synthesis and Interactions*

4. Interprofessional and Team Communication

- 1. Team Communication Dynamics and Psychological Safety within Healthcare Teams*
- 2. Strategies for Effective Interprofessional Collaboration and Role Clarity*
- 3. Conflict Recognition, Management, and Resolution Techniques*
- 4. Structured Handoffs and Transitions of Care*
- 5. Documentation as a Communication Medium Across the Care Continuum*
- 6. Synthesis and Interactions*

5. Technology-Mediated Communication

- 1. Telehealth Best Practices: Virtual Presence, Rapport-Building, Assessment Adaptations, and Patient Engagement*
- 2. Electronic Health Records (EHR): Clear, Purposeful Documentation; Communication via EHR Tools; and Integration with Face-to-Face Care*
- 3. Data Privacy, Security, and Professional Boundaries in Digital Environments*
- 4. Social Media and Online Professionalism: Maintaining Boundaries and Managing Public/Professional Identity*
- 5. Emerging Role of AI-Assisted Tools in Communication Support*
- 6. Synthesis and Interactions*

6. Skill Development, Assessment, and Continuous Improvement

- 1. Continuing Education Opportunities and Lifelong Learning Pathways Specific to Communication Competencies*
- 2. Experiential Learning Methods: Role-Playing, High-Fidelity Simulation, and Standardized Patient Encounters*
- 3. Feedback, Reflective Practice, and Peer Coaching Techniques*
- 4. Assessment and Evaluation of Communication Competencies*
- 5. Integration of Communication Skills into Ongoing Professional Development and Quality Improvement*
- 6. Synthesis and Interactions*