

Group N°5

Effective shared care:

How do we assure that all caregivers collaborate with the patients to advance the care goals?

Break-out sessions

● ESC Education Conference – 30 Jan - 31 Jan 2019

Existing situation

Wide disparity across the countries of what is already existing to communicate with patients : it goes from nothing formally organized to countries where **patients must be part of the decision process** when physicians apply for grants if they wish to develop innovation.

Some countries have **leaflets** developed either by university hospital, patients association, national society...**Leaflets, TV spots** designed for patients' education.

Patients group is a powerful and influential group > lack of appropriate structure or governance policies in certain countries

Challenges

1. Getting the right information to the right patient remains challenging
2. To communicate effectively, during the consultation
3. The need of trust, a strong relationship between doctor and patient is mandatory
4. Empathy
5. Understanding confounding factors such as mental health issues (depression)
6. Communication is not only with the patient but also implies to have contact with family or relative specially in young or elderly patient.
7. Crucial the role of nurses in communication and their appropriate education
8. Employ lay language (especially in consent form, ensuring that they understand procedure & risks)
9. Physician has also to be trained to “communicate” with patient and this training must start early in the medical career

Opportunities – solutions for improvement

1. Empathy & good communication skills (training sessions starting from medical schools)
2. Quantitative/qualitative assessment of communication skills – questionnaires: integration in formal CPD/revalidation
3. Leadership
4. Culture : time
5. Technology (apps, smartpone, explicative videos in a lay language, translate leaflets in respective languages ex. Arabic, Bengali)
6. Good partnership with patients organizations and independency of industry support
7. Patient groups are powerful and influential: pressure on government for improving care including education, patient advocacy, provision of appropriate culture & increase the budget for management of CV health Creation and support must be facilitated.
8. Multidisciplinary education / teamwork