



## QuRE Physician Workshop

A one hour workshop to build essential referral/consult communication skills and improve patient access to care

Skilled and effective communication between primary care physicians and specialists is vital to safe and efficient patient care, but unfortunately is frequently incomplete or inadequate. This incurs patient safety risks of delayed access, inadequate follow-up, incomplete adherence, unhelpful utility, duplication of services, and frustration by all those involved. To date, few resources offer formal work-based training and assessment for communication skills in the referral/consultation process.



Quality Referral Evolution (QuRE) is a collaborative initiative with members from UCalgary, UAlberta, and AHS, including physicians from primary and subspecialist care, university staff, and referral and access management team members. The aim of the group is to provide practical resources for physicians and specialists to improve referral/consultation communication.

The goal of the workshop is to engage practitioners through skill development in quality referral generation, emphasizing self-reflection and highlighting tools available to ensure practitioners can be confident in their role in improving the referral/consultation process.

A comprehensive literature review identified best evidence-informed educational resources for use at multiple practice levels. A referral pocket check-list tool was produced and distributed freely throughout Alberta's medical community. A series of workshops were developed with practical examples and simple, realistic ideas for improvement or maintenance of quality referral/consultation communication.

There are few examples of formats validated and assessed to enhance the quality and timeliness of consultations and referrals. By working with various stakeholders, our tools meet a need for improving a common communication occurrence in the medical community, which has a tremendous impact on patient care. Ensuring a clear question, a succinct honest history, and all appropriate details are included in referrals and consults are skills that need to be taught and practiced.

The tools and resources provided by this workshop can be used to promote more effective communication and set expectations for closed-loop communication by care-givers on both sides of the referral/consultation process. In turn, this may facilitate greater collaboration, reduce risks inherent with miscommunication and improve patient access to care.

**NOW BOOKING SPRING 2017**

### Quality Referral Evolution:

Practical Skills that Impact Patient Safety & Improve Access to Care

#### Objectives:

- Be able to discuss why quality referral/consult communication is important and the inherent risks associated with poor communication
- Have experienced using a checklist to assess and improve upon quality of communication in referral and consultation
- Recognize resources available for referral information and communication

Suitable for small or large groups

CME accredited

Led by physicians & referral experts

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