

Title: The appropriate communication skills for care delivery in cardiovascular and diabetes management

In: Success stories of combatting CVD & diabetes through innovation on

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Abstract:

Effective communication skills are essential for the delivery of care to patients with cardiovascular disease and diabetes, resulting in positive physical and psychological health outcomes as well as increased adherence to therapy.

The purpose of this presentation is to present the theory and evidence base for communication along with how these skills may be developed via communication training and assessment. The importance of the therapeutic relationship will be highlighted along with barriers and facilitators to effective communication. Specific communication strategies will be introduced including Motivational Interviewing, Shared Decision Making and Goal Setting. Examples of how pharmacists perform these skills in practice will be used to illustrate concepts. The presentation shall conclude with the importance of effective communication within a wider interdisciplinary team.