



**EUROSPINE DIPLOMA IN  
INTERPROFESSIONAL SPINE CARE (EDISC)  
MODULE 3 (CORE SKILLS 3):  
**COMMUNICATION AND CONSULTATION  
SKILLS****

**3 July 2019**

**PRELIMINARY PROGRAMME**

## QUICK FACTS

<b>WHEN:</b>	3 July 2019
<b>WHERE:</b>	Geneva, Switzerland University Medical Centre – CMU (Centre médical universitaire) Rue Michel-Servet 1 1206 Geneva SWITZERLAND +41 22 379 15 15 <a href="https://www.unige.ch/presse/plans/cmu/">https://www.unige.ch/presse/plans/cmu/</a>
<b>MAXIMUM ATTENDEES:</b>	30 delegates
<b>REGISTRATION FEE:</b>	EUROSPINE Member: €200 Non-member: €300
<b>CME CREDITS:</b>	Application to EACCME pending
<b>LANGUAGE:</b>	English
<b>DRESS:</b>	Casual
<b>IMPORTANT NOTE:</b>	Attendance at every session is mandatory. This will be a paperless course and no printed programme will be provided. A wireless Internet device (mobile phone/tablet/computer) will be necessary to access on-line resources during the course and for completing the course evaluation. Please bring one with you. The course evaluation is mandatory to obtain the CME certificate.

## TARGET AUDIENCE

Healthcare professionals in Europe in order of availability and access: Primary Care Physicians, Physiotherapy, Chiropractors, Osteopaths, Naprapath and others who are graduated as clinicians from a recognized institution (i.e. professional school or university). At least two years of clinical experience is recommended but all new graduates are encouraged to register.

## AIMS OF THE MODULE

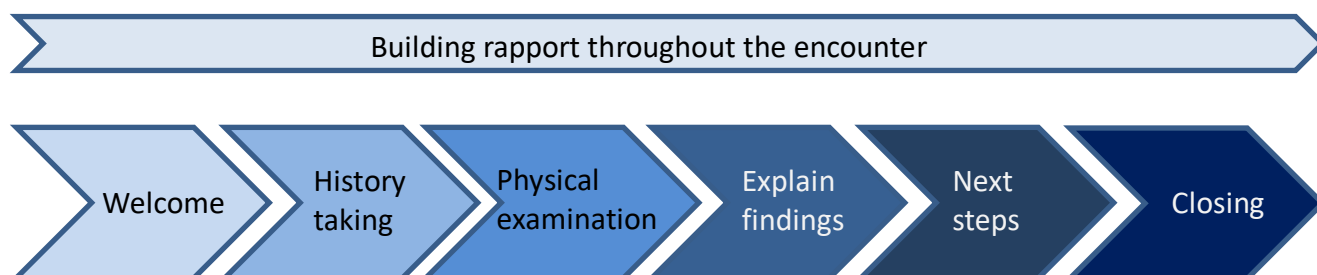
The aim of this module is to enhance skills in communication and develop an awareness of psychologically-informed practice for use in consultations with patients presenting with spinal pain. The content will be underpinned by research evidence and best practice.

## LEARNING OUTCOMES

Upon successful completion of this module, learners will be able to:

1. Identify their preferred question styles (including opening questions) in a clinical consultation
2. Recognise overlaps and interruptions during history-taking
3. Understand and deliver active listening skills in the consultation
4. Be able to explain to a patient the role of psychology in spine care
5. Identify the components of cognitive and affective reassurance
6. Articulate strategies to promote positive behaviour change in patients with spine pain

Coherence of the module:



How do I build rapport in a consultation?	Learning outcome 1, 2 & 3
↓	
How can I get the best information from the patient during history taking?	1, 2 & 3
↓	
How can I use communication skills to make the consultation person centered?	1, 2 & 3
↓	
How can I adopt a psychologically informed approach to my clinical practice?	4
↓	
How can I reassure a patient (and their partner, family etc) when appropriate?	5
↓	
What strategies am I going to use to promote positive behaviour change?	6

## INSTRUCTIONAL METHODS

Pre-learning & e-learning activities:

- Preparatory reading: See list [outcomes 1, 2, 5]
- Watch 2 short presentations (8 minutes each): Psychology in People with Pain - Why it Matters: Part 1 (<https://www.youtube.com/watch?v=N7vRyCW2XS0>) and Part 2 (<https://www.youtube.com/watch?v=PY4R19Rm94I>) [outcomes 4 and 5]
- Classroom teaching: Interactive lectures [outcomes 1 - 6]
- Facilitated group discussions based on research examples [outcomes 1- 6]

## ASSESSMENT

The methodological approach we shall be using for this is under review and is subject to further development.

## COURSE EVALUATION BY THE PARTICIPANTS

In line with EACCME's requirements for accredited activities, participants will be requested to complete a mandatory course evaluation at the end of the module in the form of a short online survey. Responding to the survey is a condition in order for participants to obtain their CME certificates

## LIST OF RESOURCES

### MINIMUM REQUIREMENT

- Pincus T, Holt N, Vogel S, Underwood M, Savage R, Walsh DA, Taylor SJ. Cognitive and affective reassurance and patient outcomes in primary care: a systematic review. *Pain* 2013 Nov;154(11):2407-16. DOI: 10.1016/j.pain.2013.07.019
- Keefe FJ, Main CJ, George SZ. Advancing psychologically informed practice for patients with persistent musculoskeletal pain: promise, pitfalls, and solutions. *Physical Therapy* 2018;98:398–407. DOI: 10.1093/ptj/pzy024

### SUPPLEMENTARY

- Emily C Chester, Natalie C Robinson, Lisa C Roberts. Opening clinical encounters in an adult musculoskeletal setting. *Manual Therapy* 2014;19:306-10.
- Presentations (8 minutes): Psychology in People with Pain - Why it Matters: Part 1 <https://www.youtube.com/watch?v=N7vRyCW2XS0>
- Patient video?

## EXTENDED LEVEL

- Roberts LC, Burrow FA. Interruption and rapport disruption: measuring the prevalence and nature of verbal 'interruptions' during back pain consultations. Journal of Communication in Healthcare. 2018  
<https://doi.org/10.1080/17538068.2018.1449289>
- Presentations (8 minutes): Psychology in People with Pain - Why it Matters: Part 2 (<https://www.youtube.com/watch?v=PY4R19Rm94I>)

#### **COURSE CHAIRS**

<b>LISA ROBERTS</b>	<b>PHYSIOTHERAPIST, SOUTHAMPTON, UNITED KINGDOM</b>
<b>STEVEN VOGEL</b>	<b>OSTEOPATH, LONDON, UNITED KINGDOM</b>
<b>CHRISTINE CEDRASCHI</b>	<b>PSYCHOLOGIST, GENEVA, SWITZERLAND</b>

#### **FACULTY**

<b>PAULO PEREIRA</b>	<b>NEUROSURGEON, PORTO, PORTUGAL</b>
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## SCIENTIFIC PROGRAMME COMMUNICATION AND CONSULTATION SKILLS

WEDNESDAY, 3 JULY 2019

**COURSE ATTENDANCE IS MANDATORY**

TIME	TOPIC	FACULTY
07:30 - 08:00	Course Registration and Welcome Coffee	
08:00 - 08:15	Course Introduction and expectations	Lisa Roberts
<b>SESSION 1: OPENING ENCOUNTERS</b>		
08:15 - 08:30	Lecture: Meeting & greeting. Small talk	Lisa Roberts
08:30 - 09:00	Demonstration (role play) and group discussion	& Steven Vogel
09:00 - 09:20	Lecture: Opening questions and interruptions	Lisa Roberts
09:20 - 10:10	Group task: Identifying preferred opening questions	All
10:10 - 10:30	Group reflection on the use of minimising language	Lisa Roberts
<b>Coffee Break 30 min</b>		
<b>SESSION 2: ACTIVE LISTENING</b>		
11:00 - 11:15	Lecture: Person-centered communication	Steven Vogel
11:15 - 12:15	Practice task: Plenary group role play and discussion – active listening and picking up on cues	All
12:15 - 12:30	Group reflection, implementation planning – opportunities and obstacles	Steven Vogel
<b>Lunch Break 60 min</b>		
<b>SESSION 3: INTRODUCING PSYCHOLOGICALLY INFORMED PRACTICE</b>		
13:30 - 13:45	Lecture: Why is psychology important?	Christine Cedraschi
13:45 - 14:15	Small group task: How to introduce psychology to patients with plenary discussion	
14:15 - 14:35	Lecture: Reassurance	Steven Vogel
14:35 - 15:15	Open panel discussion – appropriate reassurance for people with spinal pain	All
<b>Coffee Break 20 min</b>		
<b>SESSION 4: ENCOURAGING POSITIVE BEHAVIOR CHANGE</b>		
15:35 – 15:55	Lecture: Encouraging behaviour change along the continuum of spine care	Paolo Pereira
15:55 – 16:30	Practice task (in pairs): Increasing engagement in exercise or activity	All
16:30 – 16:45	Key take home messages	Christine Cedraschi
16:45 – 17:00	Course evaluation (Mandatory for all participants)	All participants
17:00	END OF MODULE	



## CONTACTS

### **EUROSPINE, the Spine Society of Europe**

Seefeldstrasse 16

8610 Uster

Switzerland

[www.eurospine.org](http://www.eurospine.org)

[www.eurospinemeeting.com](http://www.eurospinemeeting.com)

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## COURSE ORGANISATION

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## SCIENTIFIC CONTENT

Prof. Lisa Roberts, Mr Steven Vogel & Dr Christine Cedraschi  
Course Chairs

Prof. Margareta Nordin & Prof. Pierre Côté  
Co-chairs, Non-surgical Diploma Task Force

Prof. Bernhard Meyer  
Chairman, Education Committee of EUROSPINE