EUROSPINE DIPLOMA IN INTERPROFESSIONAL SPINE CARE (EDISC)
MODULE 3 (CORE SKILLS 3): COMMUNICATION AND CONSULTATION SKILLS
3 July 2019
FINAL PROGRAMME
QUICK FACTS

WHEN: 3 July 2019
WHERE: Geneva, Switzerland
University Medical Centre – CMU (Centre médical universitaire)
Rue Michel-Servet 1
1206 Geneva
SWITZERLAND
+41 22 379 15 15
https://www.unige.ch/presse/plans/cmu/

MAXIMUM ATTENDEES: 30 delegates
REGISTRATION FEE:
EUROSPINE Member: €200
Non-member: €300

CME CREDITS: Accredited by EACCME® (European Accreditation Council for Continuing Medical Education) for 6 ECMEC®s

LANGUAGE: English
DRESS: Casual

IMPORTANT NOTE:
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 for the app and minimum of tablet/laptop for support documentation) 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 and Surgeons, 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:

<table>
<thead>
<tr>
<th>Building rapport throughout the encounter</th>
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<tbody>
<tr>
<td>Welcome</td>
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</table>

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


SUPPLEMENTARY

- 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

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>LISA ROBERTS</td>
<td>PHYSIOTHERAPIST</td>
<td>SOUTHAMPTON, UNITED KINGDOM</td>
</tr>
<tr>
<td>STEVEN VOGEL</td>
<td>OSTEOPATH</td>
<td>LONDON, UNITED KINGDOM</td>
</tr>
<tr>
<td>CHRISTINE CEDRASCHI</td>
<td>PSYCHOLOGIST</td>
<td>GENEVA, SWITZERLAND</td>
</tr>
</tbody>
</table>

# FACULTY

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>PAULO PEREIRA</td>
<td>NEUROSURGEON</td>
<td>PORTO, PORTUGAL</td>
</tr>
<tr>
<td>TIME</td>
<td>TOPIC</td>
<td>FACULTY</td>
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<tr>
<td>07:30 - 08:00</td>
<td>Participants’ check-in and welcome</td>
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<tr>
<td>08:00 - 08:15</td>
<td>Course Introduction and expectations</td>
<td>Lisa Roberts</td>
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<tr>
<td><strong>SESSION 1: OPENING ENCOUNTERS</strong></td>
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<tr>
<td>08:15 - 08:30</td>
<td>Lecture: Meeting &amp; greeting. Small talk</td>
<td>Lisa Roberts &amp; Steven Vogel</td>
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<tr>
<td>08:30 - 09:00</td>
<td>Demonstration (role play) and group discussion</td>
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<tr>
<td>09:00 - 09:20</td>
<td>Lecture: Opening questions and interruptions</td>
<td>Lisa Roberts</td>
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<tr>
<td>09:20 - 10:10</td>
<td>Group task: Identifying preferred opening questions</td>
<td>All</td>
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<tr>
<td>10:10 - 10:30</td>
<td>Group reflection on the use of minimising language</td>
<td>Lisa Roberts</td>
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<tr>
<td><strong>Coffee Break 30 min</strong></td>
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<tr>
<td><strong>SESSION 2: ACTIVE LISTENING</strong></td>
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<tr>
<td>11:00 - 11:15</td>
<td>Lecture: Person-centered communication</td>
<td>Steven Vogel</td>
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<td>11:15 - 12:15</td>
<td>Practice task: Plenary group role play and discussion</td>
<td>All</td>
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<tr>
<td>12:15 - 12:30</td>
<td>Group reflection, implementation planning – opportunities and obstacles</td>
<td>Steven Vogel</td>
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<td><strong>Lunch Break 60 min</strong></td>
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<tr>
<td><strong>SESSION 3: INTRODUCING PSYCHOLOGICALLY INFORMED PRACTICE</strong></td>
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<tr>
<td>13:30 - 13:45</td>
<td>Lecture: Why is psychology important?</td>
<td>Christine Cedraschi</td>
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<tr>
<td>13:45 - 14:15</td>
<td>Small group task: How to introduce psychology to patients with plenary discussion</td>
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<tr>
<td>14:15 - 14:35</td>
<td>Lecture: Reassurance</td>
<td>Steven Vogel</td>
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<tr>
<td>14:35 - 15:15</td>
<td>Open panel discussion – appropriate reassurance for people with spinal pain</td>
<td>All</td>
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<td><strong>Coffee Break 20 min</strong></td>
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<tr>
<td><strong>SESSION 4: ENCOURAGING POSITIVE BEHAVIOR CHANGE</strong></td>
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<tr>
<td>15:35 – 15:55</td>
<td>Lecture: Encouraging behaviour change along the continuum of spine care</td>
<td>Paulo Pereira</td>
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<td>15:55 – 16:30</td>
<td>Practice task (in pairs): Increasing engagement in exercise or activity</td>
<td>All</td>
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<tr>
<td>16:30 – 16:45</td>
<td>Key take home messages</td>
<td>Christine Cedraschi</td>
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<tr>
<td>16:45 – 17:00</td>
<td>Course evaluation (Mandatory for all participants)</td>
<td>All participants</td>
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<tr>
<td>17:00</td>
<td>END OF MODULE</td>
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EUROSPINE, the Spine Society of Europe
Operngasse 20b
1040 Vienna
Austria

Brussels, 06/06/2019

Dear Ms Wagner

Subject: EACCME® Accreditation of event reference #EE19-00252

We are pleased to inform you that your application for EACCME® accreditation of
EUROSPINE Education Week 2019: EDISC Module 3 - Communication And Consultation Skills,
Geneva, Switzerland, 03/07/2019-03/07/2019

has been granted 6 European CME credits (ECME®s) by the European Accreditation Council for
Continuing Medical Education (EACCME®).

Accreditation Statement

Accreditation by the EACCME® confers the right to place the following statement in all
communication materials including the event website, the event programme and the certificate of
attendance. The following statements must be used without revision:

“The EUROSPINE Education Week 2019: EDISC Module 3 - Communication And Consultation Skills,
Geneva, Switzerland, 03/07/2019-03/07/2019 has been accredited by the European Accreditation
Council for Continuing Medical Education (EACCME®) with 6 European CME credits (ECME®s). Each
medical specialist should claim only those hours of credit that he/she actually spent in the
educational activity.”

“Through an agreement between the Union Européenne des Médecins Spécialistes and the American
Medical Association, physicians may convert EACCME® credits to an equivalent number of AMA PRA
Category 1 Credits®. Information on the process to convert EACCME® credit to AMA credit can be
found at www.ama-assn.org/education/earn-credit-participation-international-activities.

“Live educational activities, occurring outside of Canada, recognized by the UEMS-EACCME® for
ECME®s are deemed to be Accredited Group Learning Activities (Section 1) as defined by the
Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada.”

EACCME® credits
Each participant can only receive the number of credits he/she is entitled to according to his/her actual participation at the event once he/she has completed the feedback form. Cf. criteria 9 and 23 of UEMS 2016.20.

In order to help you issue individual certificates to each participants, please find below the breakdown of ECMEC®s per day:

01.07.2019  -  600
The EACCME® awards ECMEC®s on the basis of 1 ECMEC® for one hour of CME with a maximum of 8 ECMEC®s per day. Cf. Chapter A of UEMS 2016.20.

Logo
The UEMS-EACCME® logo is a service mark of the European Union of Medical Specialists – European Accreditation Council for CME. Only after confirmation of accreditation has been received can the Provider use the UEMS-EACCME® logo on material related to the LEE. The logo may only be used in conjunction with, and in proximity to, the EACCME® accreditation statement and must not be associated with any commercial logo. The logo cannot be used in notices, advertising, or promotion of activities other than in association with the EACCME® accreditation statement.

Feedback report
Based on the participants’ individual feedback, the provider must submit an event report to the EACCME® within four weeks of the completion of the event. This report must include the participants’ feedback, information on the total number of participants and any perception of bias by participants. Failure to provide feedback could jeopardise recognition of any future applications.

Final programme
The EACCME® also requires you to send by post a copy of the final printed programme brochure/book.

The UEMS-EACCME Secretariat
CONTACTS
EUROSPINE, the Spine Society of Europe
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8610 Uster
Switzerland
www.eurospine.org
www.eurospinemeeting.com

Follow us on:
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youtube.com/EUROSPINE

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