

Learning Pathway for International Medical Graduates

National Healthcare Communication Programme

The Programme is designed to support healthcare staff to take a skilled, sensitive and person-centred approach to all conversations with patients, their families and with colleagues.



eLearning
module



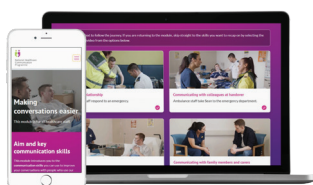
Book face-to-face
module workshop



Access resources
on HSE website



Coaching and
simulation session



E-LEARNING MODULE: MAKING CONVERSATIONS EASIER

TIME: 45 minutes
CREDITS: 3 CEUs/CPD points

Click image to link to more information on each module
Modules 1-4 are core modules for all staff



MODULE 1:
MAKING CONNECTIONS
TIME: 5 hours
CREDITS: 5 CEUs/CPD points



MODULE 2:
CORE CONSULTATION SKILLS
TIME: 5 hours
CREDITS: 5 CEUs/CPD points



MODULE 3:
CHALLENGING CONSULTATIONS
TIME: 5 hours
CREDITS: 5 CEUs/CPD points



SIMULATION SESSION
TIME: 5 hours
CREDITS: 5 CEUs/CPD points



MODULE 4:
**COMMUNICATING WITH COLLEAGUES
AND PROMOTING TEAMWORK**
TIME: 5 hours
CREDITS: 5 CEUs/CPD points

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To get started, log into HSEland www.hseland.ie. Click on 'Courses' (top of page), select 'Catalogue', then click on the 'Personal Effectiveness' catalogue icon, then on the 'National Healthcare Communication Programme' icon and enrol on the programme.



Participant supporting materials for each Module

- Patient stories
- Skills cards
- Interactive case studies
- Short explainer videos of each skill/animations
- Posters/Illustrations
- Podcasts
- Skills demonstration video clips and skills debrief sheets



Programme facilitators



Professor Peter Gillen

Peter is a retired General Surgeon, Associate Professor of Surgery, RCSI and Clinical Advisor to the National Healthcare Communication Programme



Wini Ryan

Wini is the Programme Lead for the National Healthcare Communication Programme