



Mastering Your Risk

OVERVIEW

An introduction to risk management providing practical tools, tips and strategies to improve communication behaviour, effectively manage patient expectations and ultimately reduce the risk of patient complaint



All our presenters are dentists with special interests and training in communication skills



FORMAT

A mix of short lectures, facilitated discussions and opportunities for critical reflection. Peer learning occurs through reflective exercises enabling sharing of experience and knowledge.

Brief didactic presentations will provide the focus for small group sessions in which participants are able to share experience and pool knowledge, enabling critical comparison of their skills with their peers to enhance learning.



“Good learning session. Helpful to reduce problems in the future”

LEARNING OUTCOMES

- ✓ Provide a thorough grounding on the causes and prevention of complaints and claims
- ✓ Acquire tips and techniques to elicit and better manage patient expectations
- ✓ Improve awareness of non-verbal communication techniques as well as verbal communication
- ✓ Identify, demonstrate and then rehearse techniques that are proven to be beneficial in conveying empathy
- ✓ Minimise the risks of miscommunication by enhancing ways of checking patient understanding



Target Audience

General Dental Practitioners (GDPs),
Dental Specialists



Participants

Optimum: 18-21
Minimum: 12
Maximum: 25



Duration

3 Hours

OVERVIEW

This workshop gives dentists a thorough grounding in the issues surrounding risk management and introduces practical preventative skills and techniques dentists can implement immediately to reduce risk.

This workshop offers an evidence-based overview of the important role communication behaviour and performance play in providing high quality patient care and reducing risk of patient dissatisfaction.

Particular attention is paid to the first few minutes of the consultation as patients' first impression of the dentist may be used as a proxy marker for technical competence.



“Great content to reflect on my current practice and make improvements with patient interaction and communication”



“Incredibly informative and helpful”

RESEARCH

The majority of claims are related to poor communication where patients feel that they have: – been deserted – been devalued – lacked information, or – been misunderstood
Stephen et al 2012 ; Moore 2017

Approximately one quarter of complaints and claims against dentists are directly related to communication/service issues
Hopcraft and Sanduja 2006, Krause et al 2001



RECOMMENDED

Dental Protection offer a range of workshops in the following categories:



Clinical Risk Management



Systems and Processes



Communication and Interpersonal Skills



Professionalism and Ethics



Medicolegal and Dentolegal

Book Now

This workshop is available to book as an individual clinician via the Dental Protection web site. If you wish to book a workshop for your organisation delivered at your premises, please contact MPS Educational Services.



For more information on MPS Educational Services or to book a workshop, visit dentalprotection.org or contact Educational Services:

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