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A WHO initiative - 'Engaging for effective communication, collaboration and partnership between health professionals and patients: A path to future consultations'

Nittita Prasopa-Plaizier, Felicity Pocklington, Katthyana Aparicio, Hernan Montenegro, Shannon Barkley, Ed Kelley

World Health Organization, Service Delivery and Safety Department, Geneva, Switzerland

Corresponding author: Miss Felicity Pocklington, World Health Organization, Service Delivery and Safety Department, Geneva, Switzerland. E-mail: pocklingtonf@who.int

Introduction: Consultation is the vital process for establishing health issues, explaining care options, identifying an effective and suitable care plan, and monitoring the progress of the patient. Effective consultation requires effective communication and collaboration between the health-care providers and the patient. Empowered, knowledgeable, responsive and collaborative patients and family members can hugely contribute to effective communication and quality consultation. If engaged and empowered the patient and family are more likely to access relevant health information, seek health care and services appropriately and better provide personal information. Their collaboration can help health professionals in timely diagnosis and treatment of illnesses as well as timely detection and prevention of communicable diseases. Vice versa, trained and skilled health-care providers are able to better engage patients, ask questions in a culturally and socially sensitive manner, to collect data on the patient experience and protect patient's privacy. This will help establish trust between the patients and health professionals, increasing the likelihood of a patient to access health services.

Workshop Objectives: To engage the participants in a discussion on the importance of engaging and empowering patients and health-care providers in future consultations. This includes exploring practical approaches to strengthen the capacity of patients and the families as well as health professionals for effective communication that promotes mutual trust and respect in consultations.

Method: The workshop will consist of scene setting presentations of key concepts, strategies and followed by an interactive brainstorming session to explore practices, approaches and enabling factors of effective engagement and empowerment for future consultations.

Results and Conclusions:

- Increased awareness about patient, family and community engagement in primary care, especially on patient-provider interactions for medical consultations;
- Identified practical approaches to strengthen patient-provider skills, including communication for effective consultation;
- Identified opportunities where patients and families can contribute to quality primary care services.