IHC Patient-Centered Communication Series:
Beyond Informed Consent (BIC)

The Beyond Informed Consent (BIC) Workshop

Every day, in thousands of offices, exam rooms, and hospital wards, health professionals and patients share information and make decisions about a variety of health concerns. Patients and clinicians are faced with many choices—from booking tests, to medications, to surgical procedures. While patient participation is valued and the legal elements of consent are required, there are many times when roles and responsibilities are not clear.

Beyond Informed Consent was developed in response to the requests of health professionals, administrators and organizations for an educational tool that would facilitate collaborative decision-making and ensure that the elements of informed consent are in place. Beyond Informed Consent is offered as a two-hour workshop for groups between 9 and 30 participants. The workshop is a fast paced, interactive program designed to provide participants with opportunities to examine and practice specific skills and techniques for engaging patients in a decision-making process.

Workshop Learning Objectives:

Learners will understand and accept their role as collaborators in medical decision-making and will be able to elicit decision-making preferences from patients. Specifically, learners will

- Identify and describe the relationship between shared decision-making and health outcomes.
- Elicit decision-making preferences from patients and respond appropriately to the decision-making preferences of the patient.
- Understand the critical role of shared decision-making in the informed consent process.
- Practice Ask-Tell-Ask technique to assure information required in the informed consent process is communicated effectively.

THE BIC FACULTY COURSE:

This two-day faculty course program grew out of a need to make the BIC workshop more readily available to clinicians in a wide variety of settings. Our belief is that there is no better way to accomplish this than to assist resource people within health care settings to conduct the program and to provide consultation. The faculty (Train-the-Trainer) course provides foundational training with the goal of each trainer returning to their institution to teach the workshop to their colleagues and staff. The learning goals during the train-the-trainer course include teaching and facilitation, relationship-building, communication, and coaching/feedback. Course content is focused on learning specific workshop content, facilitation techniques, workshop practice, coaching and feedback skills in a small, learning group setting (1:5 IHC Trainer/learner ratio). In addition, learners practice communication skills in contextually relevant patient simulations in small group settings.

By the end of the faculty course, trainees will:

- Gain background knowledge and facilitation skills required to conduct the Beyond Informed Consent
workshop at their institution.

- Develop improved clinical communication skills and the ability to role model those skills through simulated patient sessions;
- Identify and practice a coaching and feedback model for use with learners and colleagues.
- Develop a plan for integrating IHC workshop materials and training to meet the professional development and CE needs at their institution.

Course teaching process/methodology:
The 2 day faculty course is intense and interactive. To minimize distraction, IHC recommends that trainees be freed from additional work-related tasks for the duration of the training. The course combines large group presentation and exercises with small group interactive learning using an IHC trainer/learner ratio of 1:5. Each session offers principles, teaches skills, and allows learners to practice skills in a controlled environment (small group learning). Each trainee will be provided with all of the educational materials and resources to teach the IHC Beyond Informed Consent (BIC) workshop for implementation in their home institution. IHC will provide each learner with a completed set of educational materials to teach the BIC Workshop: a teaching manual (with slide scripts, facilitation guides, teaching strategies and tools), training video vignettes, PowerPoint slide deck, workshop workbook with annotated bibliography, and a carrying bag. Each trainee will also be required to undergo a certification process (individualized coaching and workshop teaching observation by an IHC Master Trainer).

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