

Knowledge Translation

Jette Ammentorp

When translating knowledge about communication skills training for Health Care Professionals (HCPs), it is recommended:

- To use methods such as role-play, feedback, supervision, self-reflection and analysis of consultations with simulated or real patients. These are the methods that have proven effective to motivate and engage HCP's in the training (1).
- To use a 'train the trainer' model with experienced trainers that have received standardized training. It can contribute to the consistency and success of the training programs (2).
- To tailor the training program to the local needs and circumstances, and be aware that the social, cultural and economic context will have a significant impact on the implementation process and sustainability of the training program (2, 3).
- To incorporate training interventions to accomplish attitudinal change in ward culture and managerial emphasis; e.g. it is recommended that ward managers receive the same training as HCP's (3).
- Establish standard training of all HCPs with follow-up training and continuous supervision; e.g. provided by trainers located in or affiliated with individual departments (4).
- Use a model for knowledge transfer and exchange (KTE) like the RE-AIM framework; that can offer guidance for the implementation process and serve as a framework within which to evaluate the impact of the activities (5).

References:

1. Berkhof M, van Rijssen HJ, Schellart AJ, Anema JR, van der Beek AJ. Effective training strategies for teaching communication skills to physicians: an overview of systematic reviews. *Patient Educ Couns.* 2011;84:152-62.
2. Ammentorp J, Bigi S, Silverman J, Sator M, Gillen P, Ryan W, Rosenbaum M, Chiswell M, Doherty E, Martin P. Upscaling communication skills training – lessons learned from international initiatives. *Patient Educ Couns.* Under Review 2020.
3. Prihodova L, Guerin S, Tunney C, Kernohan WG. Key components of knowledge transfer and exchange in health services research: Findings from a systematic scoping review. *J Adv Nurs.* 2019;75:313-26.
4. Bos-van den Hoek DW, Visser LNC, Brown RF, Smets EMA, Henselmans I. Communication skills training for healthcare professionals in oncology over the past decade: a systematic review of reviews. *Current opinion in supportive and palliative care.* 2019;13:33-45.
5. Uitterhoeve RJ, Bensing JM, Grol RP, Demulder PH, T VANA. The effect of communication skills training on patient outcomes in cancer care: a systematic review of the literature. *European journal of cancer care.* 2010;19:442-57.