

KEYNOTE PLENARY PRESENTATION

Tanja Manser

Title:

Team talk to ensure safe patient care: Does one size fit all?

The provision of healthcare is an inherently communicative task. Communication among healthcare professionals has been linked to the occurrence of adverse care events as well as to their prevention or amelioration. This keynote will provide an overview of what we know about safe and effective team communication focusing on acute care teams. Using examples from my own research covering a range of care settings and communication challenges I will describe effective communication behaviours. I will also explore factors of the team task that impact on which communication patterns support safe and effective care. In summary I will describe not only communication behaviours but also meta-communicative strategies that should be prioritized in education and training of healthcare teams.

KEYNOTE WORKSHOP PRESENTATION

Presenter:

Tanja Manser

Title:

Let's talk about how behavioural science can make a difference in healthcare

Behavioural science is increasingly used in healthcare to understand the impact of individual, team and organisational factors on safe and effective patient care. However, the transfer of behavioural research methods and behavioural research findings often requires translation. This workshop will explore the potential of behavioural science to support educational and clinical practice using examples of my own research focusing mainly on teamwork in acute care settings. During the workshop examples of behavioural research will be presented, participants will discuss in small groups how this could be useful for their practice as educators, clinicians, simulation researchers etc. and feed back their key points to the audience. The workshop will make use of the diversity in the audience because what we take from a piece of research is dependent on the viewpoint of the reader and on the current needs in our respective organisations.