Involving patients in a workshop focused on communication skills: a proof of concept of experiential training for residents in hospital pharmacy.

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**What was done?**
- Involving patients within the training programme of residents in hospital pharmacy
- A workshop to improve patient-centered communication

**Why was it done?**
- Clinical pharmacy requires pharmacists to take patient-centered roles and responsibilities
- Patient-centered care requires a specific set of skills and training, e.g. patient-focused communication conducting structured interviews
- Involvement of patients in health professional training is needed

**How was it done?**
- **Collaborative work**
  - Senior clinical pharmacists
  - Lecturer in education and communication sciences
  - Ressources patients
- **Implementing the workshop**
- **Building training frame**
  - Adapted from The calgary-cambridge guide to the medical interview *
  - 14 competencies related to 3 processes:
    - Providing a structure to the patient interview
    - Building the pharmacist/patient relationship
    - Gathering patient information

**Patients’ feedback was the cornerstone of the learning process**

**What has been achieved?**
- **High acceptance and satisfaction**
  - Satisfaction: 100% of the learners
  - 100% of the patients

Quotes from the learners:
- “Excellent idea to involve patients” / I appreciated “the interaction with patients” / “this simulation involving real patients”
- I appreciated “the absence of patient/pharmacist barrier” / “the opportunity to practice interviews without pressure or shame” / “freedom”
- “Amazing experience! Every course should be conducted like this one, thank you.”

Quotes from the patients:
- “Gathering patients and future health professionals is extremely enriching. Please do it again.”
- “I enjoyed to be involved in this session, exchanging views, learning and having fun”
- “I appreciated the opportunity to interact with the students”
- “I loved the atmosphere”

**Learning effect**

To extend the involvement of patients to the training programmes of undergraduate students, residents in hospital pharmacy and clinical pharmacists.


**What is next?**

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