



Therapists
are from Saturn,
Patients are
from Jupiter:
Houston, We
Have a Problem!

**Achieving Effective
Communication to
Benefit Your Practice**

**Syracuse, NY
May 30 & 31, 2008**

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Achieving Effective Communication to Benefit Your Practice

Course Dates

Friday May 30, 5:30 to 8:30 p.m.

and

Saturday May 31 8:30 a.m. to 4:30 p.m.

Note: This is the weekend following Memorial Day.

Course Description

Involving the patient in treatment through excellent communication skills results in higher levels of adherence, better clinical outcomes as well as increased patient satisfaction. This course describes how to actively involve the patient in treatment planning through the **Ozer, Payton, Nelson Method (OPN)**. The OPN Method is a structured, cyclical process of helping patients identify concerns, establish goals, identify outcomes and evaluate the patient treatment plan. This course will develop your professional communication skills, and show you how to use the OPN Method to achieve greater success in your practice.

Who Should Attend?

Appropriate for health care professionals who value patient communication and want to enhance their practice through proven patient-centered communication methods.

Course Location

The OPN Method Course will be held on the SUNY Upstate Medical University campus in Room 2231 Weiskotten Hall, 766 Irving Ave., Syracuse New York. On-site parking will be available.

Cost

The course is \$150 and \$75 for students. SUNY Upstate Physical Therapy Course Instructors receive a \$25 discount. The tuition includes course materials, breaks, and parking. Lunch is on your own with many nearby restaurants to choose from.

Course Background:

Patients and their families are becoming more active consumers of health care services and are expecting to participate in decision-making. Studies show that involving patients in the treatment planning process improves adherence, clinical outcomes and discharge planning, and decreases patient anxiety and malpractice suits.

The vast majority of therapists believe they involve patients yet the literature demonstrates just the opposite; most therapists involve patients at far less than optimal levels. Among the reasons cited are:

- Therapists confuse conversation skills, which most have, with professional communication skills, which most do not possess [*Psychosocial Aspects of Clinical Practice*]
- Clinicians are not adequately prepared [*Institute of Medicine*]
- Informal interview is the most often used method to involve the patient, even though this method has been demonstrated to be inadequate and inconsistently applied. [*American Journal of Occupational Therapy*].

The Ozer, Payton, Nelson (OPN) Method was designed as a systematic and efficient method to actively involve patients in treatment planning.



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Registration Form

Achieving Effective Communication to Benefit Your Practice

Course Objectives

With your ACTIVE participation, you will be able to use the OPN Method to:

1. Assist a patient to identify a specific concern
2. Assist a patient to transform the major concern into a specific goal
3. Assist a patient to generate outcome statements relative to identified goals
4. Identify common barriers and potential solutions to involving patients in treatment planning.
5. Reflect the OPN Method into your clinical documentation
6. Construct a self-directed learning plan to guide you in implementing the OPN method in your practice.

Presentation

Lecture, discussion, group experiential learning, analysis of videotaped patient interviews, and peer reviews are used to achieve the course purpose and objectives. Participants will experience the process in small groups. Participants will then use the OPN Method to interview at least one other participant. After these peer interviews, participants will again experience the OPN Method by identifying the outcomes of the interviews.

Schedule

Friday, May 30, 2008

- 5:30 – 6:30 Introduction and overview of the Ozer, Payton, Nelson Method
- 6:30 – 6:45 Break
- 6:45 – 8:30 Eliciting a specific concern and a specific goal

Saturday, May 31, 2008

- 8:30 – 9:00 Eliciting a specific outcome and a specific methods statement
- 9:00 – 10:00 Peer interviews
- 10:00 – 10:15 Break
- 10:15 – 10:45 Identification of outcomes and revision of concerns and goals
- 10:45 – 11:15 Overcoming common barriers to patient participation (e.g., emotional, behavioral, cognitive)
- 11:15 – 11:30 Q & A
- 11:30 – 12:30 Lunch
- 12:30 – 1:15 Writing a self directed learning plan to promote implementation of OPN Method in the field with patients
- 1:15 – 1:30 Introduce patient video, show video and group critique of interview using audit tool
- 1:30 – 2:00 Documentation
- 2:00 – 2:15 Break
- 2:15 – 2:45 Leadership and Administration Applications of the OPN Method
- 2:45 – 3:15 Wrap-up and workshop evaluation

Speakers

Bob Tripicchio, PT, DSc is currently President of Community Physical Therapy & Associates in Addison, Illinois. He earned his B.S. in Physical Therapy at the University of Pennsylvania, his M.S. in Exercise Physiology from George Williams College, and graduated with a Doctor of Science in Geriatric Physical Therapy from Rocky Mountain University of Health Professionals. He is the author of a dissertation titled *"Increasing Patient Participation: The Effects of Training Clinicians to Involve Geriatric Patients in Treatment Planning."*

Craig Nelson, MS, OTR/L is one of the originators of the Ozer Payton Nelson Method. He is currently Director of Rehabilitative Services at Hiram W. Davis Medical center in Petersburg, Virginia. He earned his B.S. in Occupational Therapy at the University of Minnesota and his M.S. in Rehabilitation Counseling at Syracuse University. His experience includes 20 years on the OT faculty at Virginia Commonwealth University. He co-authored 2 books on involving patients in goal-setting and more than 15 articles in refereed journals.

Jennifer Wegner is currently the Program Manager for the Ozer Payton Nelson Method for Community Physical Therapy & Associates in Addison, Illinois. She graduated from the University of Missouri with a B.A. in Communication in 2001.

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May 30 & 31, 2008

Name _____
 Professional Credentials _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____
 E-mail _____

Check one:

- Regular Tuition \$150
 Student Tuition \$75
 SUNY Upstate PT instructor \$125

Make checks payable to: **Physical Therapy Education**

Credit Card: MasterCard Visa

Credit Card # _____

Exp. _____

Send registration form and payment to:

Department of Physical Therapy Education
 c/o Anne Starowicz
 Silverman Hall
 SUNY Upstate Medical University
 750 Adams Street
 Syracuse, NY 13210

For information call 315-464-6881 or e-mail starowia@upstate.edu

For driving directions or downloadable copies of this brochure, please visit www.upstate.edu/pt

Registration deadline: May 9, 2008