

Patient Education and Counseling

Volume 58, Issue 1, July 2005, Pages 4-12

“Enhancing clinician communication skills in a large healthcare organization: A longitudinal case study”

Terry Stein, Richard M. Frankel and Edward Krupat

Abstract: This article describes the approach taken over the past 16 years by one large healthcare organization, Kaiser Permanente (KP), to enhance the clinical communication and relationship skills of their clinicians.

http://www.sciencedirect.com/science?_ob=ArticleURL&_udi=B6TBC-4FM9MP2-1&_user=7947987&_coverDate=07%2F31%2F2005&_rdoc=1&_fmt=high&_orig=gateway&_origin=gateway&_sort=d&_docanchor=&_view=c&_searchStrId=1664213444&_rerunOrigin=google&_acct=C000073260&_version=1&_urlVersion=0&_userid=7947987&md5=2bace1a639c50a55723c79fc294670b4&searchtype=a