



Provider Resources

Patient Communication Skills

Physicians and advanced practice providers have an ever increasing need to improve patient communication skills, particularly those practicing in primary care. When managing a high-risk patient population such as those on chronic opioid therapy and other controlled substances, effective communication skills become even more important. Whether trying to relay treatment plans, discussing alternative treatment options, or validating patient concerns, active listening and shared decision making play a key part in developing a therapeutic relationship with the patient. These skills are not likely learned in school, nor inherent to most providers, and therefore require additional training and practice. Thankfully there are several resources now available on such topics, including learning new communication strategies, developing skills such as motivational interviewing, and becoming an expert at de-escalation.

Free Online Access

- + [Counseling Patients in Primary Care: Evidence-Based Strategies](#)
- + [Encouraging Patients to Change Unhealthy Behaviors with Motivational Interviewing](#)
- + [Motivational Interviewing: Talking with Someone Struggling with Opioid Use Disorder](#)
- + [Incivility in Health Care: Strategies for De-escalating Troubling Encounters](#)
- + [The Joint Commission: De-escalation in Healthcare](#)
- + [CDC Module: Communicating with Patients on Chronic Opioid Therapy](#)

Subscription/Purchase Required

- + [Cochrane Review: Motivational Interviewing for Substance Abuse](#)
- + [Motivational Interviewing: A Guide for Medical Trainees](#)
- + [Motivational Interviewing for Clinical Practice](#)

Formal Training Courses

- + [Motivational Interviewing Training](#)

Access the "Patient Resources" tab for tailored patient-facing education resources.

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Developed in collaboration with Stader Opioid Consultants.