



Open Door Training

Syllabus for Open Door Veterinary Collective's (ODVC's) Online Course Offering

Relationship-Centered Communication

(1 RACE-Approved CE Hour Provider # 50-39266/Course #20-1298759.)

Course Description

Learn relationship-centered communication skills for engaging in meaningful dialogue with your clients so you can overcome their barriers, decrease your moral distress, and increase access to veterinary care.

Intended Audience

For professional students and their faculty.

Cost to Enroll

Contact [Open Door Veterinary Collective](#) for a link to enroll at no cost.

Expected Time to Complete Course

1 hour

Course Learning Outcomes

KNOW: How to use effective communication skills that promote relationship-centered care.

VALUE: The importance of using communication skills that build trust and respect with our clients and colleagues.

DO: Practice using the communication skills of:



- checking our assumptions
- eliciting perspective
- demonstrating reflective (active) listening
- checking in
- displaying unconditional positive regard (respect)
- listening for financial/contextual cues

Competency-Based Veterinary Outcomes (CBVE)

- **SOC Sub-competency 1.3.5** Integrates information about the patient with client circumstances to identify a range of appropriate care options and to adjust the care plan.
 - **Knowledge LO 1.** Lists the client-specific factors (e.g., expectations, goals, resources, abilities, beliefs) that may impact the client's ability or desire to pursue care options for their animal.
 - **Skill LO 1.** Elicits information from the client about factors that may affect their ability or motivation to pursue care for their animal.
 - **Attribute / Behavior LO 1.** Demonstrates empathy and respect during discussions relating to client circumstances.
 - **Attribute / Behavior LO 2.** Demonstrates active listening to identify and clarify factors that may affect the client's ability or motivation to pursue care for their animal.
- **SOC Sub-competency 1.4.4** Offers a range of care options that are tailored to the unique circumstances of each patient and client.
 - **Skill LO 1.** Prioritizes and tailors care options to align with the client's circumstances.
 - **Attribute / Behavior LO 1.** Demonstrates patience and flexibility to identify multiple care options that align with patient needs and client factors, despite uncertainty.
- **SOC Sub-competency 1.4.5** Facilitates client decision-making regarding care by presenting the costs, risks, benefits, and evidence-base of care options
 - **Knowledge LO 1.** Defines the characteristics of "shared decision-making".
 - **Knowledge LO 2.** Explains the costs, benefits, limitations, uncertainties, and care-giving responsibilities associated with a range of care options, including not



proceeding with further veterinary care.

- **Skill LO 1.** Invites a discussion of which care options may best align with a client's expectations and capabilities.
- **Skill LO 2.** Communicates aspects of care options that may have an uncertain outcome, steps that will be taken to reduce uncertainty, and that plans for care may change as new information becomes available.
- **Attribute / Behavior LO 1.** Demonstrates confidence and empathy when responding to clients' requests regarding alternative options.
- **Attribute / Behavior LO 2.** Demonstrates regard for client's autonomy with decision-making when choosing which care options align most closely with the client's capabilities.
- **Attribute / Behavior LO 3.** Demonstrates willingness to execute additional care options beyond the initial recommended care plan.

Content Outline

Chapter 1: Open the Door to Relationship-Centered Communication (0 CE Hours)

Chapter 1 Organizing Questions

- What will we learn?
- How do we navigate this course?

Chapter 1 Lessons

1. How to Use this Learning Platform.
2. Let's Get Started!
3. Meet the Open Door Veterinary Collective (ODVC)
4. Help Us Get to Know You

Chapter 2: Relationship-Centered Communication Skills (1 CE Hour)

Chapter 2 Organizing Questions

- Which specific communication skills can we use to build trust and promote positive relationships with our clients and colleagues?
- How does using relationship-centered communication skills help us understand



the unique situations and needs of our clients and colleagues so we can effectively work together.

Chapter 2 Lessons

1. Meet Your Instructor
2. Learning Objectives and Citations
3. How We Interact With Families
4. Check Your Assumptions
5. Reflective (Active) Listening
6. Check In
7. Show Unconditional Positive Regard (Respect)
8. Elicit Perspective
9. Listen for Financial/Contextual Cues from Clients
10. Let's Put This to Work
11. Leave Your Feedback About This Course
12. You Did It (Almost)!
13. End of Course Quiz

Course Instructors and Designers from Open Door Veterinary Collective:

- Ryane Englar, DVM, DABVP (Canine and Feline Practice), Executive Director of Clinical and Professional Skills for the University of Arizona College of Veterinary Medicine
- Aimee St. Arnaud, Practice Owner and CEO of Open Door Veterinary Collective
- Karina Moser, MA, RVT, Support Team Coordinator for Open Door Veterinary Collective
- Caitlin Quinn, MPA, Graphics and Media Manager for Open Door Veterinary Collective
- Terry Spencer, DVM, MEd, Director of Online Learning for Open Door Veterinary Collective

Expectations and Policies

Course Website = <https://opendoorconsults.org/>

Course Delivery

- Courses are interactive, self-paced, and delivered asynchronously/on-demand.
- The curriculum is modular and can be completed in any order.
- This course is expected to take approximately 1 hour to complete.



- Once enrolled, students are allowed 90 days of online access to each course.
- The lessons apply universal instructional design principles in order to be as accessible as possible for the diverse needs of learners and ADA compliant.

Required Technology

- Computer with reliable, high-speed internet access
- Your preferred web browser
- Video player with ability to play MP4 videos
- Speakers and/or headphones
- PDF reader
- Most course activities will work on mobile devices, such as cell phones or tablets, but these technologies can be unreliable