



Establishing Effective Communication with Patients with Intellectual Disabilities: **R.A.F.T. Part 1**

Health care professionals (HCPs) often lack experience and/or training in communicating with patients with intellectual disabilities (PWID). To help facilitate effective patient-centered communication, HCPs require clear guidelines and competency development on this vulnerable patient population. The R.A.F.T. (Respect, Accommodation, Follow-Up, Time) training was developed to provide an evidence based model for effective communication interactions between HCPs, PWID and caregivers. R.A.F.T. was designed for HCPs across the continuum of care, from those who schedule appointments to those involved in ongoing care.

This webcast will provide a general overview of intellectual disabilities and will introduce the R.A.F.T. model and how its implementation may improve interactions between the HCPs and PWID. Case studies will highlight a variety of scenarios designed to educate HCPs about techniques to address patient and/or caregiver behaviors that may hinder the effective implementation of R.A.F.T. The advocacy role of the R.A.F.T. model to ensure PWID receive a beneficial health care experience will also be discussed. It is designed to meet the educational needs of case managers, coders, counselors, nurses, pharmacists, pharmacy technicians, physicians, psychologists, social workers (all practice types), marriage and family therapists and other HCPs who have an interest in the care of patients with intellectual disabilities PWID.

We invite you to learn more and participate in the live webcast, *Establishing Effective Communication with Patients with Intellectual Disabilities: R.A.F.T. Part 1* on **Tuesday, June 13, 2017**, from **1–2 p.m. Eastern (12–1 p.m. Central; 10–11 a.m. Pacific)**.

Learning Objectives

At the end of this educational activity, participants should be able to:

- Identify the various forms of intellectual disabilities, including how the level of impairment determines the level of support and communication required from the HCPs;
- List the key components of the R.A.F.T. model, including how and when it should be implemented and the effects it may have on interactions between HCPs, PWID and caregivers; and
- State the advocacy role of the R.A.F.T. model to ensure PWID receive a beneficial health care experience.





Presenter

Brenda L. MacArthur, PhD

Health Communication Researcher and Training Specialist

Fairfax, Virginia

About the Presenter

Brenda L. MacArthur, PhD, is an instructor in the department of communication at George Mason University. Ms. MacArthur’s research focuses on educating HCPs about effective communication practices when exchanging health information with patients and colleagues. Her recent work focuses on the role of interactive communication technology, which contributes new relevance to the study of miscommunication and inappropriate communication in both the education and health care contexts. She currently serves as the program evaluator for two community-level health interventions funded by the Substance Abuse and Mental Health Services Administration (SAMHSA).

LEARN MORE: optumhealtheducation.com/raft-1-live

A Q&A session will be held at the end of the presentation. There are no fees for participating in or receiving credit for this activity.



Please direct any questions to OptumHealth Education at moreinfo@optumhealtheducation.com.

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