



## What will you get?

During this module you will:

- Review core communication skills using the Calgary-Cambridge Guide, focusing especially on skills for sensitive and difficult conversations;
- Learn how these skills can be used and adapted for conversations with patients/family members where a patient is likely in their last weeks, days, or hours of their life, and also where family members have been recently bereaved;
- Practice key skills for these conversations and gain a better understanding of your own communication, through reflection and facilitated feedback;
- Set yourself up to three realistic goals for using your learning in your own work.

## How will you be supported?

A range of adult learning methodologies will be used including classroom-based modules, role play, reflective practice and group work.

### For more information, please contact:

*(include name, telephone and email)*

### Get involved

Check out our website pages and Twitter & Instagram accounts to find out more about our workshops, view our case studies, videos, animations, reference cards and much more.

[www.hse.ie/nhcprogramme](http://www.hse.ie/nhcprogramme)

@NHCPprogramme



### MODULE:

# End-of-Life Conversations



## End-of-life conversations

This Module supports participants to learn and develop their communication practice for conversations with patients and/or family members when a patient is likely to be within their very last weeks, days, or hours of life, and for conversations with family members where the patient has recently died. It covers contexts where dying and death have been sudden and unanticipated, and contexts where the people involved may well anticipate it. Learning content includes:

- Giving difficult news of a life-limiting diagnosis, of a patient's deterioration, or of a patient's death, including doing so over the phone;
- Talking with recently bereaved family members about post mortem;
- Talking with and supporting a patient who already knows they are likely to be dying and who is in distress;
- Conversations with patients and family members about normal dying.

### Note

Staff attending this module are encouraged to complete Module 1 (Making Connections) and Module 2 (Core Consultation Skills) in advance of taking this workshop.

### Educational methods

The workshops are grounded in educational theory, evidence-based best practice and experiential learning. Participants' own experiences in healthcare and the collective experiences of the group are used to enhance learning.

### Next workshop

VENUE:

DATE AND TIME:

*This activity has been approved for 5 CPD Credits*

## Context

Research evidence indicates that healthcare staff's communication skills can have a profound impact on both the experience and outcomes of care for patients and their families. The ability of healthcare staff to listen, explain and empathise can influence dying people's experience of their care, the experience of family members, and can influence how family members feel in the aftermath of a patient's death.

In addition, when healthcare staff are knowledgeable and confident in their skills for sensitive, difficult conversations at work, then they are likely to experience greater job satisfaction and less burnout.

## National Care Experience Survey

The Results of the National Care Experience Surveys provide healthcare services in Ireland with tangible evidence about what matters to patients and their families, about their journey through healthcare services and identifies areas for improvement.

## The Programme

This Programme is designed to support healthcare staff to take a skilled, sensitive and person-centred approach to all conversations with patients, their families and with colleagues. The Programme is under-pinned by the Core Values of Care, Compassion, Trust and Learning.

## How will it be delivered?

The Programme modules are short, intensive and practical. Delivery of the modules over nonconsecutive days will allow participants to do some on-the-job reflection between modules. In-house facilitators will deliver the modules with support from the National Programme.