



National Healthcare
Communication
Programme

National Healthcare Communication Programme Pilot report and recommendations - Addendum Module 3 Pilot

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Making communications easier

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1. Module 3 Pilot

- Module 3 of the programme was piloted in six hospital sites.
- Each hospital site was asked to identify two groups of staff, (1) leads or champions able to use a peer to peer approach to lead and support the programme in their hospital and (2) facilitators who will work with the NHCG and the leads/champions to deliver the programme on their hospital site.
- The facilitators and leads were invited to a 1 day workshop facilitated by members of the NHCG and EACH in March 2019. The workshop was directed towards enabling staff to deliver the programme in their hospital. The NHCG discussed with individual facilitators any extra supports required to support the pilot programme for the sites.
- Each site was requested to organise 2 sessions of Module 3 targeting relevant staff for each session during the months of April and May 2019.
- Professor Paul Kinnersley, Professor Peter Gillen and Winifred Ryan attended each of these pilot sessions to provide support for the facilitators through facilitating and/or co-facilitating the pilot sessions.
- Participants and Facilitators were invited to evaluate the workshops and gave their feedback on the evaluation forms outlined in sections 2.4 and 2.5.

Key findings

- 128 participants attended 11 pilot workshops with a range of clinical and non-clinical staff in attendance.

Table 1: Participant Numbers and Breakdown

Hospital	Beaumont	St. Luke's KK	UHW	UHG	UHL	MUH	Total
Module	Three	Three	Three	Three	Three	Three	
Nursing & Midwifery	21	16	9	4	3	4	57
Consultants	1	5	6	0	4	5	21
NCHDs	0	12	0	0	1	4	17
HSCPs	10	1	4	5	1	0	21
Specialist Areas/Mgt	3	0	2	3	2	2	12
Total	35	34	21	12	11	15	128

Table 2: Participant Feedback Module 3

Question	Strongly Disagree	Disagree	Agree	Strongly Agree
1. I learned new skills and/or refreshed skills	0 (0%)	1 (1%)	42 (41%)	59 (58%)
2. The facilitation was effective	0 (0%)	0 (0%)	38 (37%)	64 (63%)
3. I would encourage colleagues to attend a similar workshop	0 (0%)	0 (0%)	28 (27%)	74 (73%)

Question 1 – I learned new skills and/or refreshed new skills***New skills***

- 99% of participants agreed or strongly agreed that they had learned new skills and/or refreshed skills at the workshop.

“Yes I feel more capable in dealing with patients who have received bad news. I am more conscious of the importance of clear communication and introducing yourself to the patient”

- Participants identified the following skills learned during the workshops – how to build rapport with patients and their families using *greetings, introductions, appropriate non-verbal behaviour, involving the patient and acknowledging and responding to emotional cues*, providing the correct amount and type of information using *chunking and checking, assessing the patients starting point and asking the patient what they want to know*, aiding recall and understanding using *sign-posting, visual aids and repetition, how to relate the information to the patients ideas, concerns and expectations* and skills for shared decision making and planning (*sharing thinking and negotiating next steps*).

Refreshed skills

“I feel that I am familiar with the skills we practiced today but it affirmed my practice and gave me new perspectives”

“The refresh from Module 2 was good and it was a reasonable length for people who had done Module 2”

Concerns

“I did, however, just wondering how to keep on working on implementation in day to day practice? I feel I need a structured plan”

Question 2 – The facilitation was effective

- 100% of participants agreed that the facilitation was effective

Effective

“Yes participants and facilitators interactive and open with opinions & feedback which is very important - facilitators created a safe environment”

“Very well presented - timed well - good environment - appropriate time for classroom listening versus role play (good balance)”

Role plays

“I would find the role play difficult but this was really helpful - it gave me time to think and practice my approach to communication”

“I enjoyed the changing of the instructions for each role play. I particularly enjoyed Miriam’s emphasis on gaining skills to enhance your practice & applying this to the sections”

“Comfortable environment in which to share. Role play is always intimidating initially but very effective”

“Role play is uncomfortable but useful and pushed you out of your comfort zone”

Timing

“Covered a lot but difficulty with participants not attending Modules 1 and 2 prior to this”

Question 3 – I would encourage colleagues to attend a similar workshop

- 100% of participants said that they would encourage colleagues to attend a similar workshop.

All staff should attend

“All should do this workshop. Challenge is how to get people to attend”

“Absolutely. Great that it is available at local level”

Mandatory

“Should be mandatory for all disciplines. Would encourage medical participation”

“I think it should be mandatory”

“Definitely. Should be mandatory”

Medical involvement

"Given by doctors helps doctors"

"More doctors need to attend. In most cases it is the doctor who has the initial difficult conversation. I think it needs to be attended by those who have these conversations daily"

"Worthwhile. Needs more medical involvement"

Attendance at other modules

"I think you need to have completed Modules 1/2"

"I would like to attend Modules 1 and 2"

Overlap with other programmes

"Overlap with OD (Open Disclosure) and DBN (Delivering Bad News)"

Question 4 - Are there any other communication challenges that we should include in our learning & development programme?

- Other communication challenges identified by staff for inclusion in the learning and development programme include – *End of Life discussions, Communicating with family when patient has died, Inter-professional communication (conflict/aggression/agency staff), Dealing with uncertainty, Language barriers, Using interpreting services, Shared decision making, Patients with cognitive difficulties, Patient confidentiality and Telephone consultations.* These challenges will be addressed in the 4 core programme modules and associated mini-modules.

"Difficult colleagues!"

"The need to maintain boundaries specific to our roles. In my role, I work with all grades of staff - confidentiality compromised by staff informally debriefing"

Question 5 - How could we improve on this workshop?

- Suggestions for improving the workshops include giving more time to practice sessions, using specialty specific scenarios and having facilitators involved with each role play to give feedback.

"It was an immensely helpful workshop. It would be more helpful if you had an expert observer with each group to listen while going through the scenarios"

"Have scenarios for or that include HSCPs (health and social care professionals)"

"Department specific scenarios"

"You could focus the workshop by inviting one discipline at a time to really get into the nitty gritty of their work and clinical setting"

Question 6 – any other comments?

- Other comments

"Thank you, this was a huge help in my training and I feel much better prepared for dealing with these situations in the future"

"Very enjoyable and interactive. Role play good to put stuff into practice and good to be able to re-run the role-play to correct and improve our skills. Thank you"

"Great workshop. Plenty of food for thought. I will definitely use this in my everyday life"

"So valuable, so important! Would love it to be mandatory CPD even part of undergraduate programme"

"Extremely good session. Creates awareness of such sensitive topics & how to approach them"

"Very interactive and great learning tools (videos)"

"I feel that NCHDs should be targeted in relation to this communication training"

"I am really delighted to attend this workshop today and I will be looking forward to attending the first 2 modules. We really suffer a lot sometimes with lack of practice"

General comments from facilitators

- The peer-to-peer approach to facilitating the workshops was very successful particularly on 2 of the pilot sites where senior consultants were involved in the workshop delivery.
- The ideal duration of the workshops is 180 minutes for Module 3. A shorter time frame usually impacts on the practice sessions (the most valuable section of the workshop).

Numbers

“Would recommend having minimum of 12 but ideally 16 per workshop – this makes for better dialogue and sharing of experiences”.

Attendance at Modules 1 and 2

“I think we will have to assume that we will always have attendees who may not have attended modules 1/2 and therefore we will need to review core skills, I like the approach here with each group taking a section – whilst I agree it needs to be interactive I think the time allocated will need to be modified to the audience needs”

Role plays

“Having a facilitator at each role play scenarios to give feedback”

Next steps

The NHCP will review these areas and suggestions from participants and facilitators and consider how to include these in the programme content and approach.

2. Appendix

2.1 Link people from six pilot sites

Name	Title
Joanie McGrath	University Hospital Waterford
Dr Sean Leavey	University Hospital Waterford
Dr Miriam O'Connor	University Hospital Waterford
Judy Colin	University Hospital Waterford
Deirdre Dunne	St. Luke's Hospital, Kilkenny
Margaret Ryan	St. Luke's Hospital, Kilkenny
Kate Costello	Beaumont Hospital
Melanie McDonnell	Beaumont Hospital
Anne Healy	Beaumont Hospital
Oonagh Van Laren	Mercy University Hospital
Margaret McKiernan	Mercy University Hospital
Dr Kieran O'Connor	Mercy University Hospital
Fiona Lynch	Mercy University Hospital
Maria Connolly	Mercy University Hospital
Dr Gemma Browne	University Hospital Waterford
Miriam McCarthy	UHL HG
Catherine Hand	UHL HG
James Geoghegan	Saolta HG
Geraldine Kilkelly	Saolta HG

2.2 National Healthcare Communication Group (NHCG)

Name	Title
Angela Tysall	National Lead HSE, Open Disclosure
Ann Martin	Head of Communications, Acute Hospitals Division
Anne Slattery	Hospital Manager
Ben Cloney	Lead for User Engagement Communications
Brigid Doherty	CEO, Patient Focus
Clare Duffy	Policy & Public Affairs Manager, Family Carers Ireland
Clare Hudson	Project Manager, Patient Narrative Project, Clinical Strategy & Programmes
Des Mulligan	Service Improvement Manager, Integrated Care Programme for Older Persons
Dr Eva Doherty	Director of Human Factors in Patient Safety, RCSI and Irish National Representative for the International Association for Communication in Healthcare (EACH)
Jean Harrison	National Library Services
Jean Kelly	Hospital Group Director of Nursing
Miriam McCarthy	PALs Manager
Professor Peter Gillen	Professor of Surgery, RCSI and Our Lady of Lourdes Hospital
Jackie Nix	Community Services representative
Winifred Ryan	National HR, Leadership, Education and Talent Development

2.3 NHCP Respond Working Group

Name	Title
Dr Eva Doherty (Chair)	Director of Human Factors in Patient Safety, RCSI and Irish National Representative for the International Association for Communication in Healthcare (EACH)
Clare Duffy	Policy & Public Affairs Manager, Family Carers Ireland
Jean Kelly	Hospital Group Director of Nursing
Ger Kikelly	PALs Manager, Saolta Hospital Group
Margaret McKiernan	Director of Nursing, Mercy University Hospital
Professor Peter Gillen	Professor of Surgery, RCSI and Our Lady of Lourdes Hospital
Dr Kieran O'Connor	Older Persons Specialist, Mercy University Hospital
Brigid Doherty	CEO, Patient Focus
Professor Paul Kinnersley	Chair of the Courses and Support for Trainers Course in the International Association for Communication in Healthcare (EACH) and Emeritus Professor at Cardiff University
Winifred Ryan	National HR, Leadership, Education and Talent Development

2.4 Participant Evaluation Form

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Participant evaluation form

We value your feedback on the module you have completed. Please complete this form.

Workshop date: _____ Facilitator's name: _____

1. I learned new skills and/or refreshed skills?

Strongly disagree	Disagree	Agree	Strongly agree
1	2	3	4

Comments:

2. The facilitation was effective

Strongly disagree	Disagree	Agree	Strongly agree
1	2	3	4

Comments:

3. I would encourage colleagues to attend a similar workshop

Strongly disagree	Disagree	Agree	Strongly agree
1	2	3	4

Comments:



2.5 Facilitator Evaluation Form

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Facilitator evaluation form

We value your feedback on the modules you have delivered. Please complete this form.

Workshop date: _____ Facilitator's name: _____

1. What worked well?

2. What could be improved on?

3. Any other comments:

