



National Healthcare
Communication Programme
Making conversations easier



National Healthcare
Communication
Programme

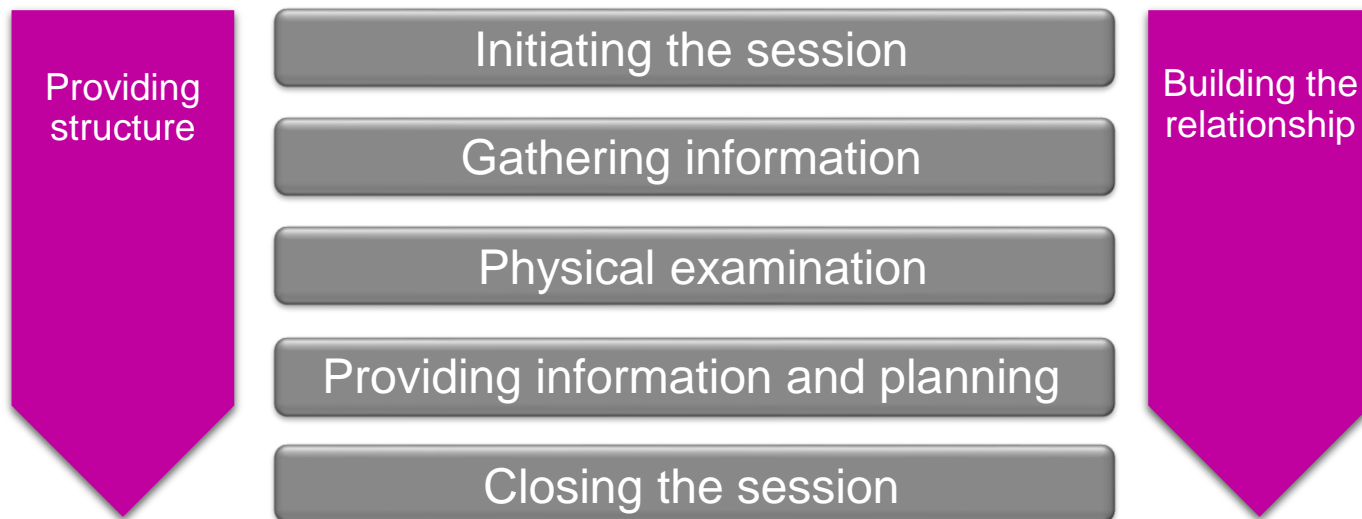
INTRODUCTIONS





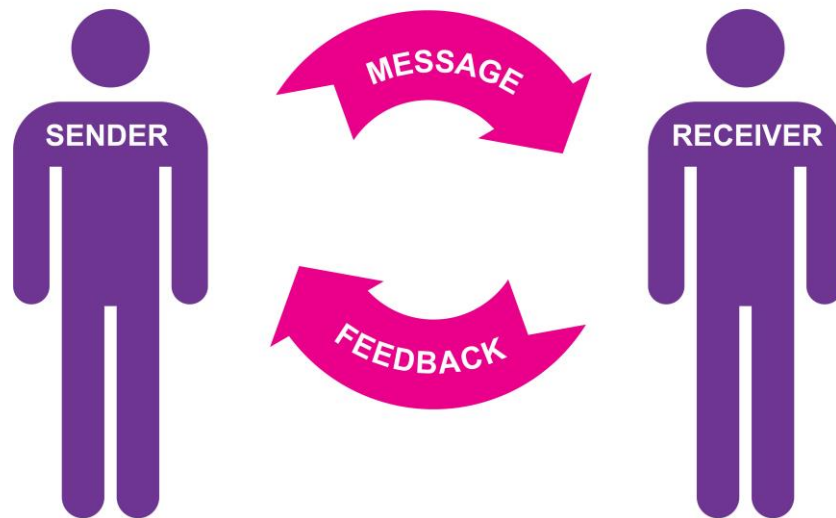
To improve patient experience, clinical outcomes and enhance patient safety by supporting staff to take a skilled, sensitive and patient-centred approach in all conversations with patients and their families.

A framework that corresponds directly to the way we structure the consultation in real life



1. Communication
2. Communication skills
3. A story...
4. Supports available
5. Questions

Communication







	Driving	Communication
<i>Motivation</i>	I want to drive	I want to improve
<i>Knowledge</i>	I've passed my theory test	I understand the principles and skills
<i>Skills</i>	I've passed my driving test. I can drive!	I can send and receive messages in an empathic, effective and person-centred way

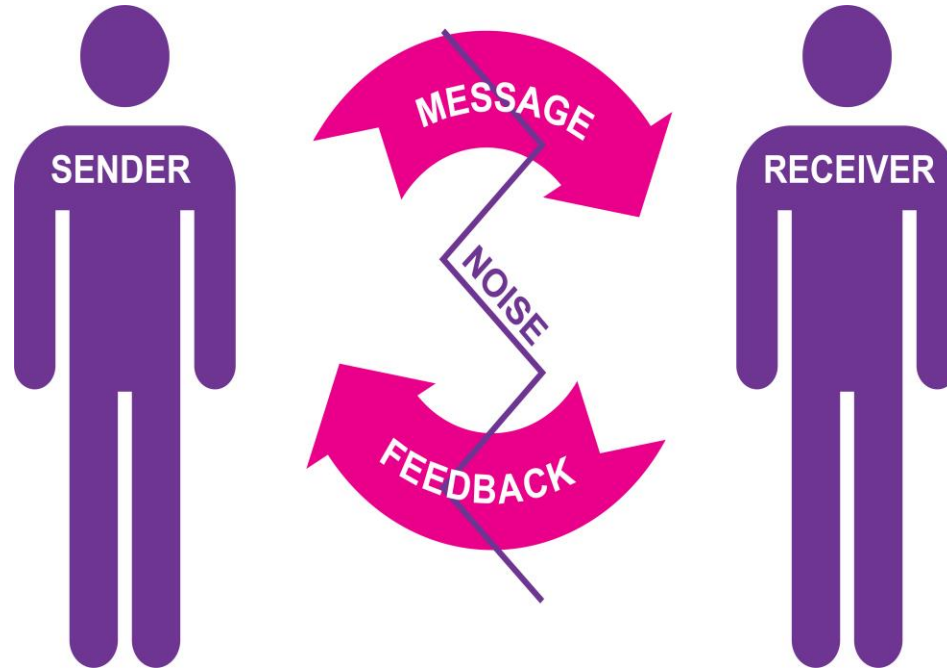
Question

What are the barriers?

Barriers



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1. **Communication is a ‘soft’ social skill, an optional add-on and anyway there is no science behind it**
- *Hey, I don’t need communication training – learned to talk years ago...*

Wrong

Communication is a core clinical skill and there is considerable science behind it.

2. **Communication is a personality trait, you either have it or you don't!**

Wrong

Communication is a series of learned skills (not a personality trait).

We can all improve!

3. Experience is an effective teacher of communication skills

- *All I need is a little more practice...I'll get this later, on my own...*

Wrong

Experience alone tends to be a poor teacher of communication skills

It is a great reinforcer of habit

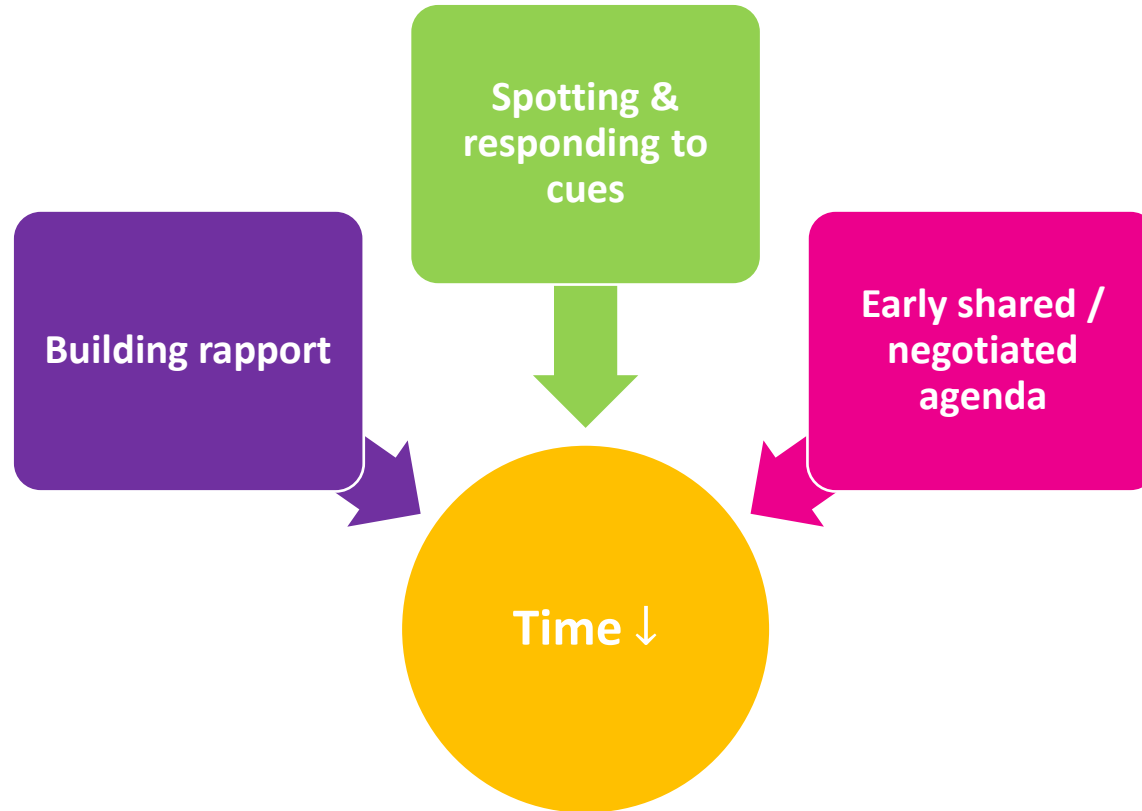
It just doesn't differentiate between good habits and bad ones!

Why learn communication skills?



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**Because conversations between
patients and staff are the
cornerstone of safe, effective,
person-centred care**





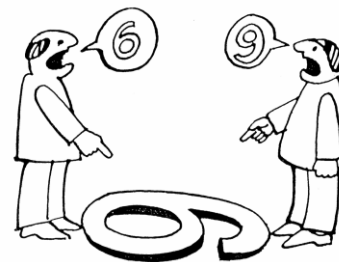
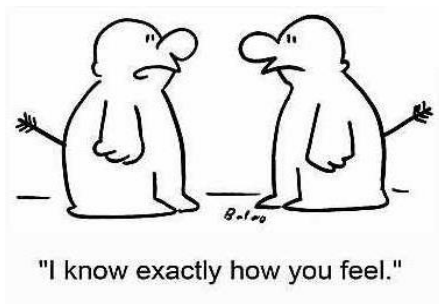
Connect



Understand



Communicate



Communication skills

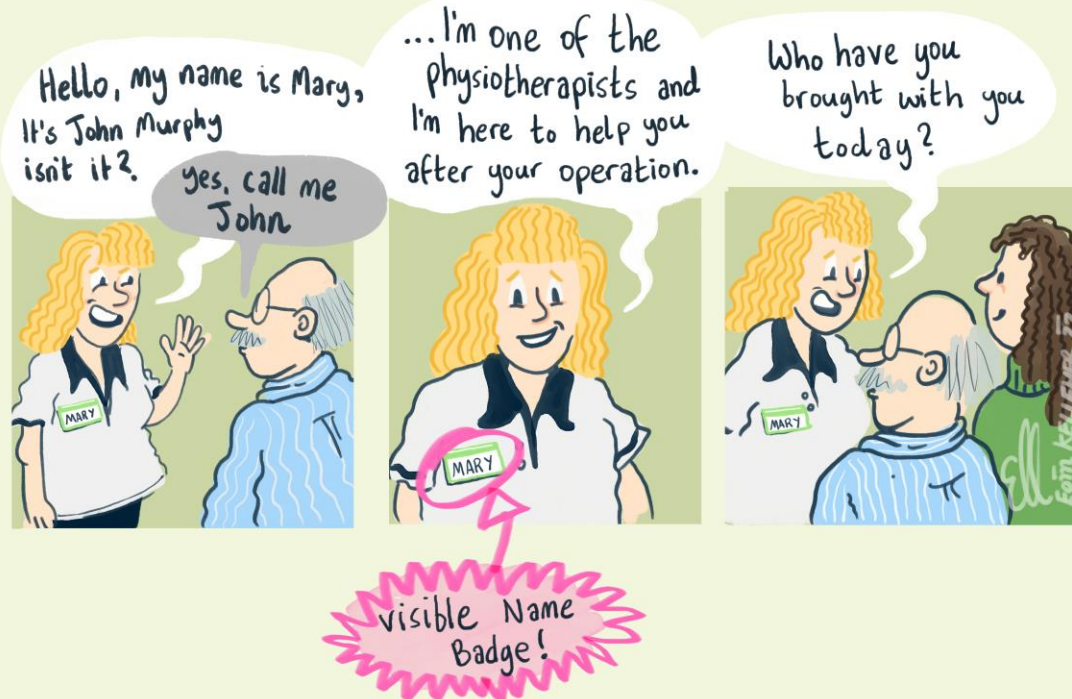


CONNECT

1. Prepare **yourself**
2. Prepare your **information**
3. Prepare your **environment**



CONNECT





The most important thing in communication is hearing what isn't said

PETER DRUCKER

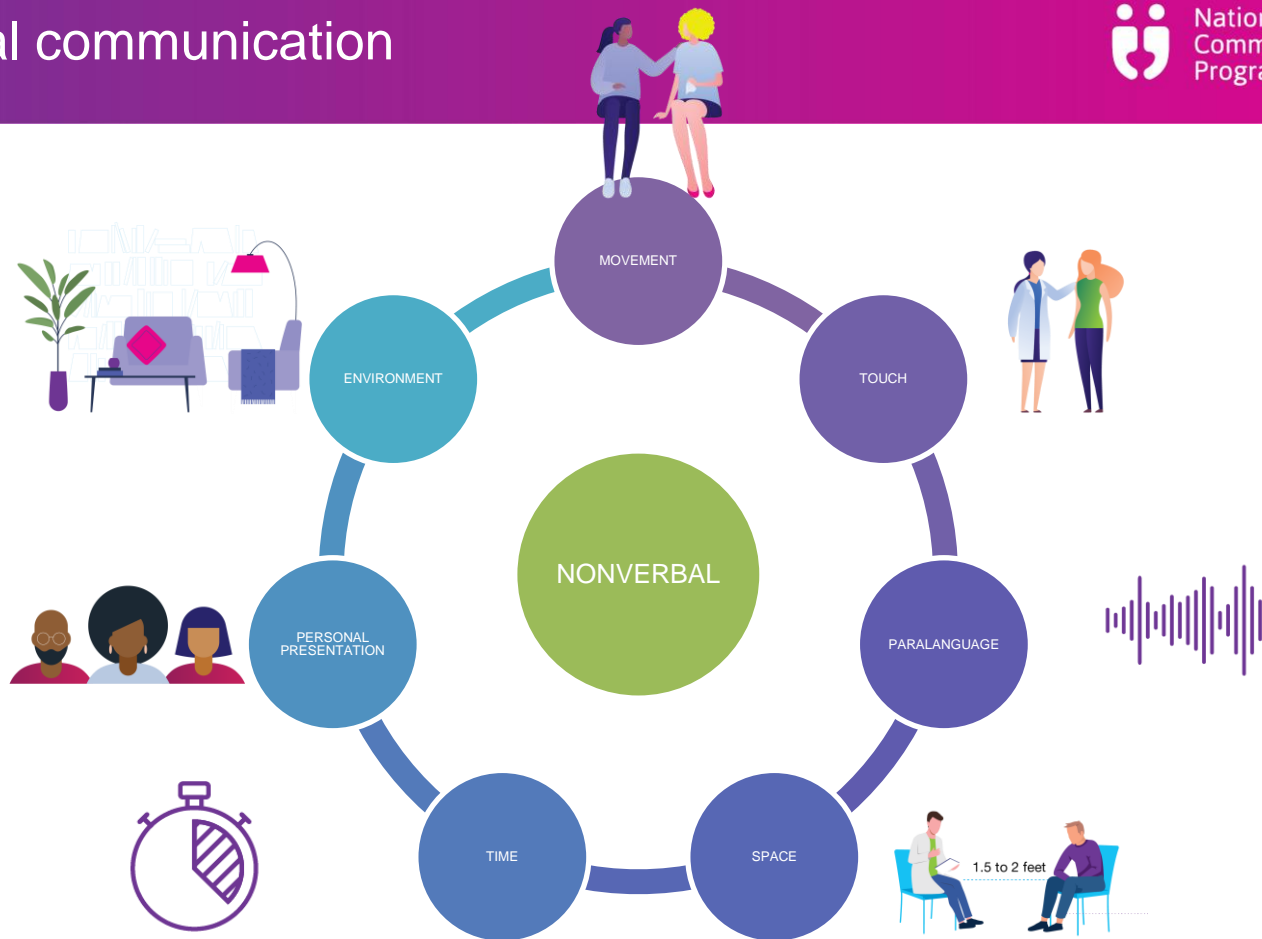
1909 - 2005



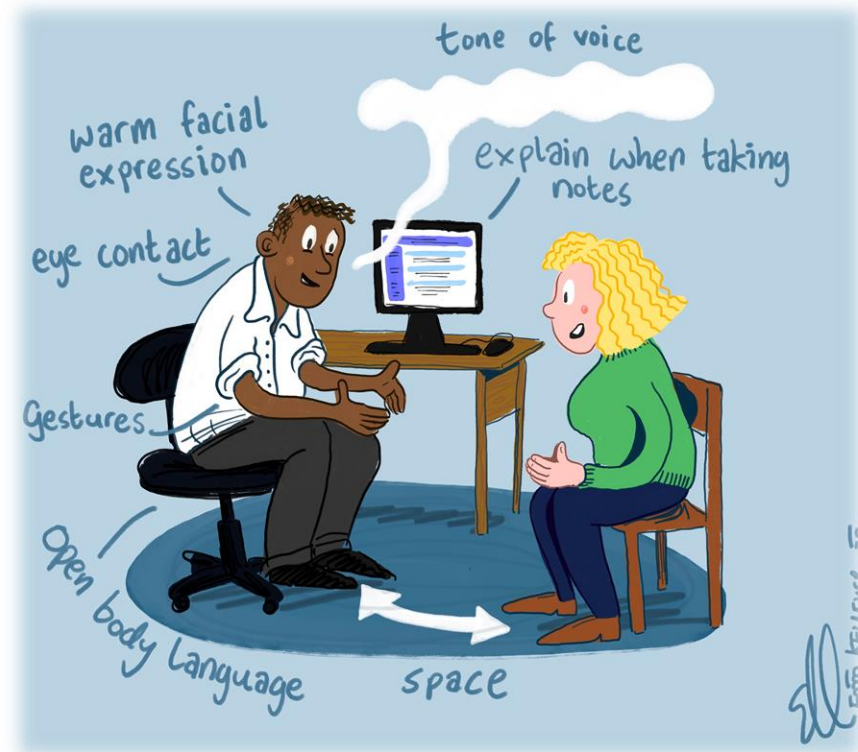
Nonverbal communication



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CONNECT



The patients nonverbals

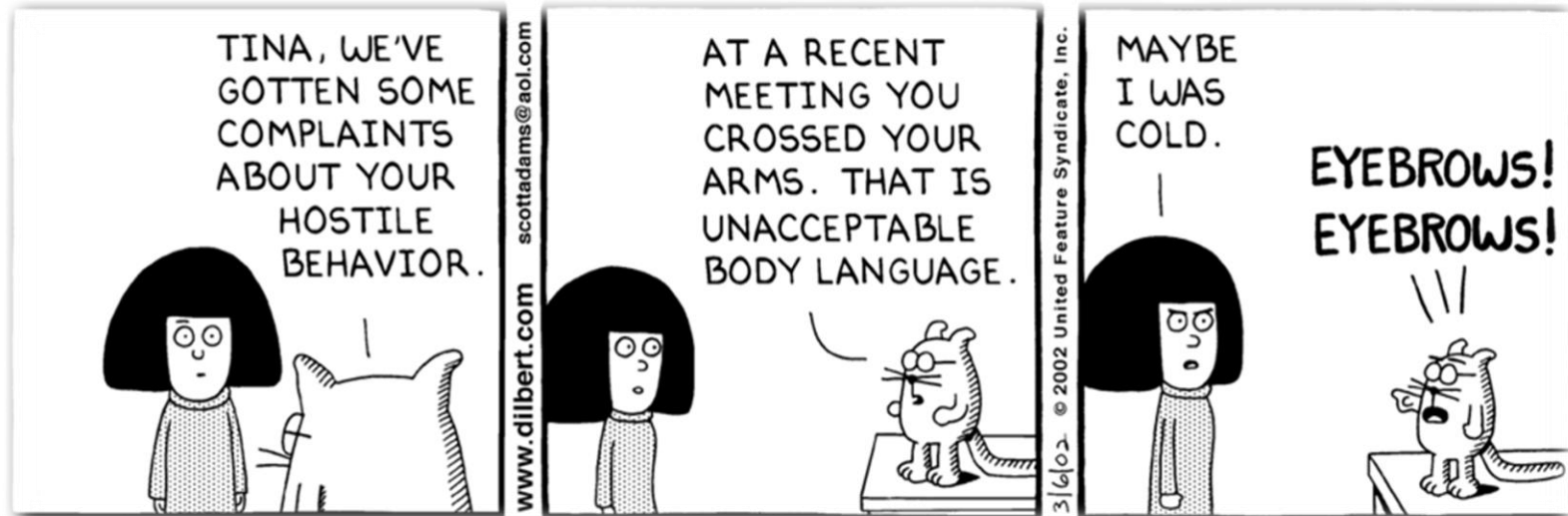


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CONNECT



CONNECT



“

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you make them feel

MAYA ANGELOU

1928 - 2014





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Demonstrating Empathy

OPPORTUNITIES FOR IMPROVEMENT

Making conversations easier



International Association for
Communication in Healthcare



Building a
Better Health
Service

Seirbhís Sláinte
Níos Fearr
á Forbairt



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Demonstrating Empathy

POSITIVE EXAMPLES

Making conversations easier



International Association for
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Building a
Better Health
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á Forbairt

What is empathy?





CONNECT

- **Emotional** component
 - Reading and recognising other people's emotions
- **Cognitive** component
 - Giving name to the emotion
- **Motivational** component
 - Exploring next steps



When you notice emotion

CONNECT

-  **Get** it's emotion
Pause...when you notice emotion. Don't answer feelings with facts.
-  **Identify** the emotion
'I hear that you're frustrated.' 'I can see that you are worried'.
-  **Validate**
'This is a lot to hear. Yes, it is scary'.
-  **Explore**
'Tell me more – what are you most worried about?'

RESPOND WITH EMPATHY (G.I.V.E)



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CONNECT



Why is empathy important?

CONNECT


- More effective, efficient communication
- Better outcomes for patients
- Better mental health and reduced burnout
- Reduced complaints



Recognise the emotion

CONNECT

- Many times the questions patients ask us are not medical at all
- Recognise the emotion behind the question
- Express empathy
- Move on only when the patient is ready...



*This is really
hard for you
Jane...*

How to improve?

CONNECT

- Pay attention to nonverbal cues
- Practice active listening
- Explore ideas, worries and concerns, perspectives
- Cultivate curiosity in others/other cultures
- Challenge prejudices
- Look for common ground



*How would you like it
if the mouse did that to you?*

CONNECT

- Establish that the person can hear and understand you
- Attend to their physical comfort
- Share your thinking
- Ask permission for what you are doing
- *Little things but they can make a big difference...*



*Is it alright
if I...*

*Are you
comfortable?
Would you
like to sit up a
little before
we start?*

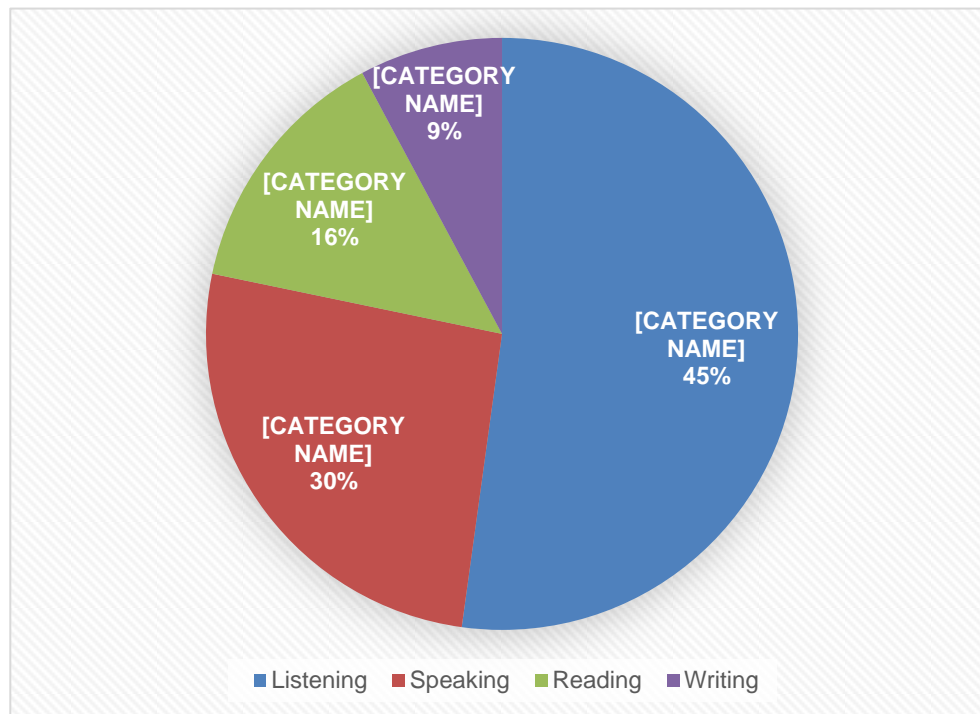
*Can you
hear me
ok?*

UNDERSTAND



We spend a lot of time listening...

UNDERSTAND



Based on the research of: Adler, Rosenfeld and Proctor (2001; 2011)

UNDERSTAND

- **Patient**
“I am really worried about the procedure tomorrow.”
- **Clinician**
“You have nothing to worry about. I do hundreds of these procedures every year”

UNDERSTAND

- **Patient**

“I am really worried about the procedure tomorrow.”

- **Clinician**

“So you are worried about the procedure...can you tell me more about what is worrying you...?”

UNDERSTAND



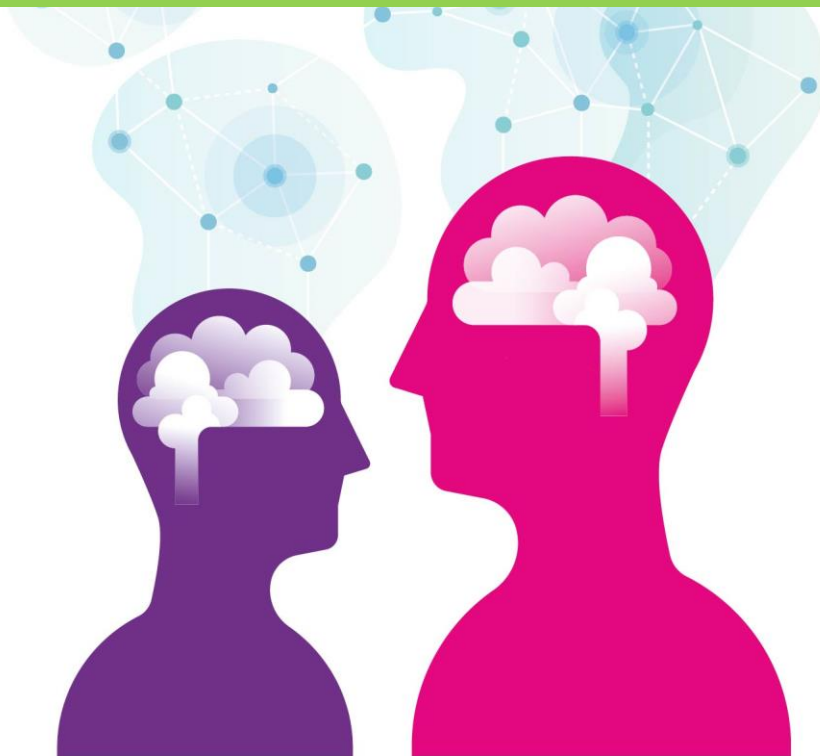
UNDERSTAND



CONNECT AND UNDERSTAND

Question

- Reflect on your own skills for connecting and understanding
- What are you good at?
- What would you like to improve?





“

How well we communicate is determined not by how well we say things but how well we are understood

Andrew Gove
1936 - 2016



COMMUNICATE

ASK/TELL/ASK

- Check starting point
- **Chunk**
- Pause
- **Check**
- Repeat
- Pace
- Avoid jargon



COMMUNICATE

- Agree next steps
- Emphasise support
- Safety-netting
- Summarise
- Final check
- *Before you leave, let's recap. What are the 3 main things...*



So to summarise...

1. Prepare
2. Connect
3. Understand
4. Communicate
5. Close the conversation



Strong emotions!



Important conversations

What changes?

Emotions



Thank you and over to...

Peter Gillen
pgillen@rcsi.ie
@petergillen6



A story...



Consider...

- Preparation
- Connection
- Understanding
- Communication (the words)
- Closing

Supports available...



WORKSHOPS FOR HEALTHCARE STAFF

The National Healthcare Communication Programme has developed interactive workshops supporting healthcare staff to learn, develop and enhance their communication skills with patients, caregivers and with colleagues.



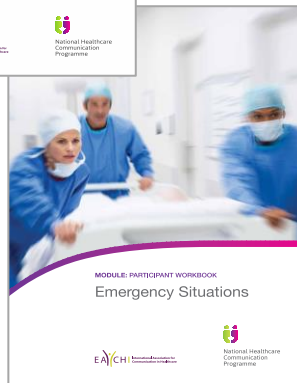
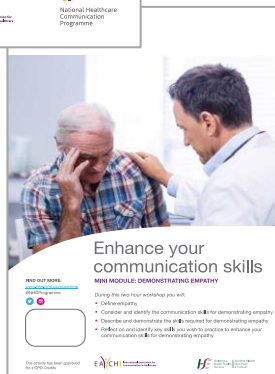
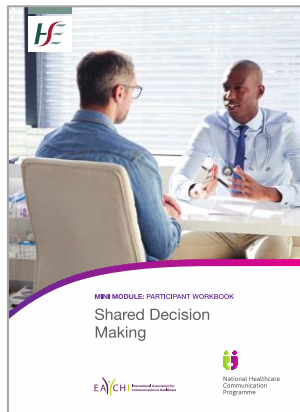
Module 1: Making Connections

Module 2: Core Consultation Skills

Module 3: Challenging Consultations

Module 4: Communicating with Colleagues & Promoting Teamwork

Teaching videos are available to demonstrate best practice



Demonstrating empathy

Shared decision making

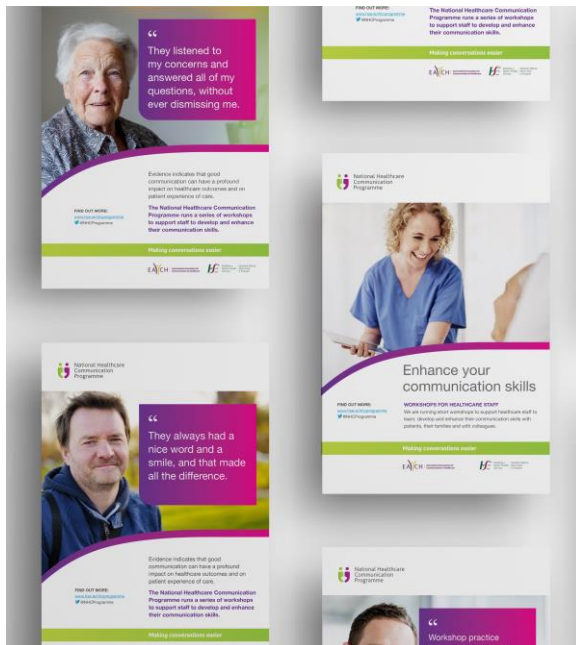
Emergency situations

Conversations about change

(the skills of motivational interviewing)

Teaching videos are available to demonstrate best practice

Enhance your communication skills



“They listened to my concerns and answered all of my questions, without ever dismissing me.”

The National Healthcare Communication Programme runs a series of workshops to support staff to develop and enhance their communication skills.

Find out more: www.nhcprogramme.ie

“They always had a nice word and a smile, and that made all the difference.”

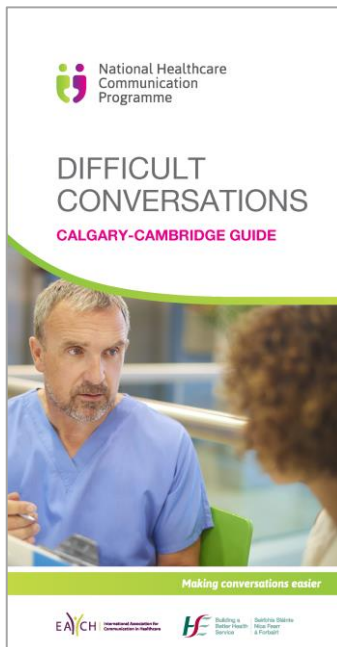
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DIFFICULT CONVERSATIONS

CALGARY-CAMBRIDGE GUIDE

Making conversations easier

EAI/CH International Association for
Communication in Healthcare

HSE Building a
Better Health
Service



“They listened to my concerns and answered all of my questions, without ever dismissing me.”

FIND OUT MORE:
www.nhcprogramme.ie

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A GUIDE TO COMMUNICATING WHILE WEARING PPE*
*PERSONAL PROTECTIVE EQUIPMENT
@twinklbooks

COMIC BOOK HEROES WEAR MASKS

MASKS AND OTHER KINDS OF PPE CAN MAKE COMMUNICATION DIFFICULT.
COMIC BOOK HEROES ARE TERRIBLE AT INTERPERSONAL COMMUNICATION.
HERE'S SOME TIPS AND SKILLS TO HELP YOU BE A BETTER COMMUNICATOR!

FIND OUT MORE:
www.nhcprogramme.ie

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What it takes to improve communication?

- Knowledge alone does not translate into performance!
- Observation, discussion and video debriefing of skills
- Practice and rehearsal of skills
- Detailed, descriptive feedback
- Multidisciplinary training – avoiding silos
- Psychological safety paramount
- Small group or one-to-one teaching format

What next?

- Move to a culture where communication upskilling is an essential component of continuous professional development for all healthcare workers.



Questions...

Find out more



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Web: www.hse.ie/nhcprogramme & www.each.eu

Twitter: @NHCPprogramme



Thank you



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