
BEING OPEN PROGRAMME: COMMUNICATING WITH PATIENTS AND FAMILIES AFTER ADVERSE EVENTS

15TH MAY 2017 | ST JOHN'S HOSPITAL

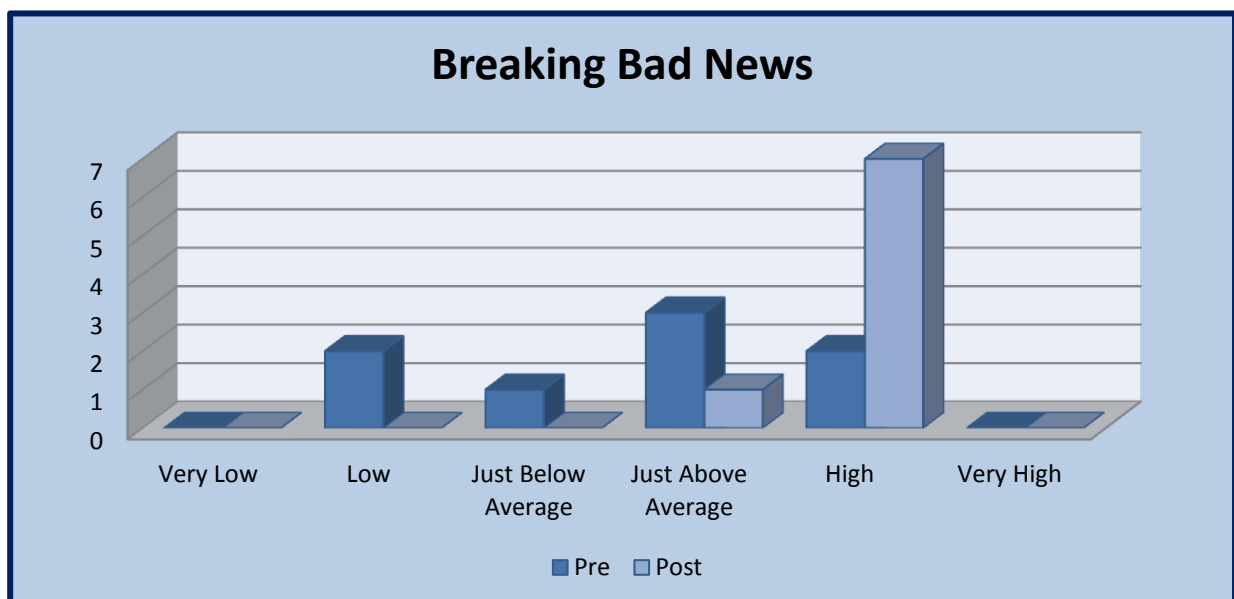
8 senior clinical staff from Maternity took part in a one day interactive workshop. Participants worked in a small peer group and addressed the challenges of communication scenarios when an adverse event has occurred

Topics at the workshops included:

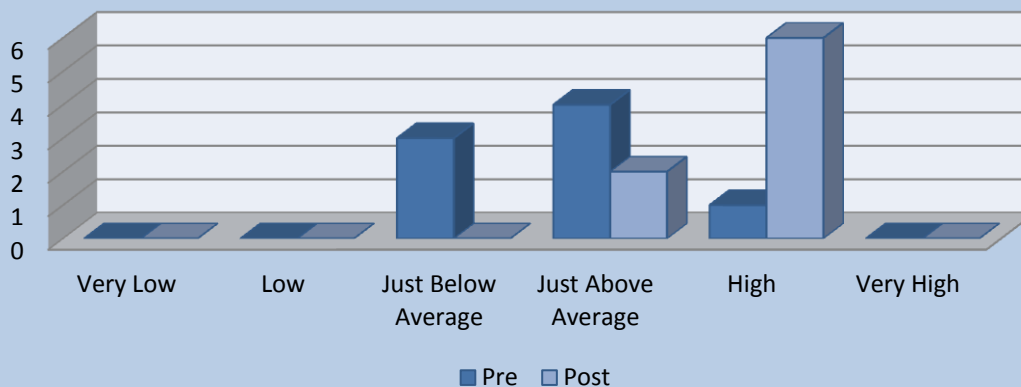
- Breaking bad news
- Handling anger and emotional distress
- Responding to complaints about care
- Giving information and support to people who have experienced an adverse event
- Communication with other professionals when an adverse event has occurred

PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

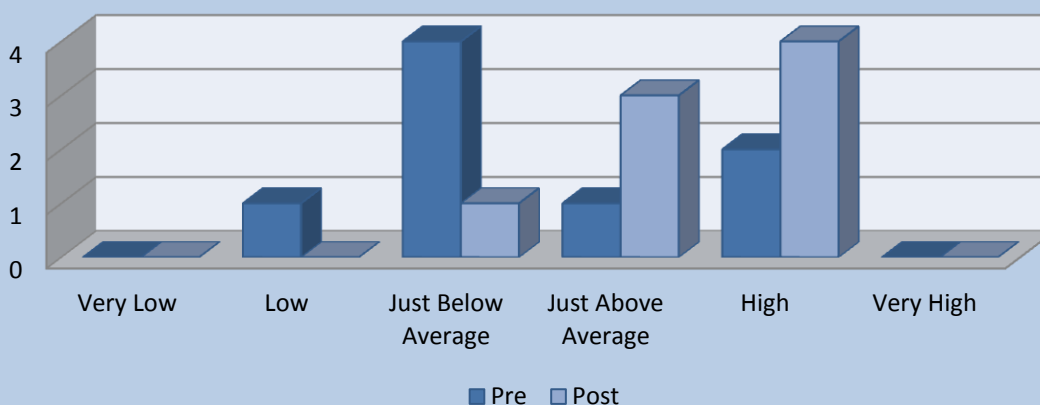
Participants completed online pre-workshop and post-workshop measures of their confidence in managing different communication challenges. For each challenging scenario confidence ratings were higher after the workshop than before the workshop



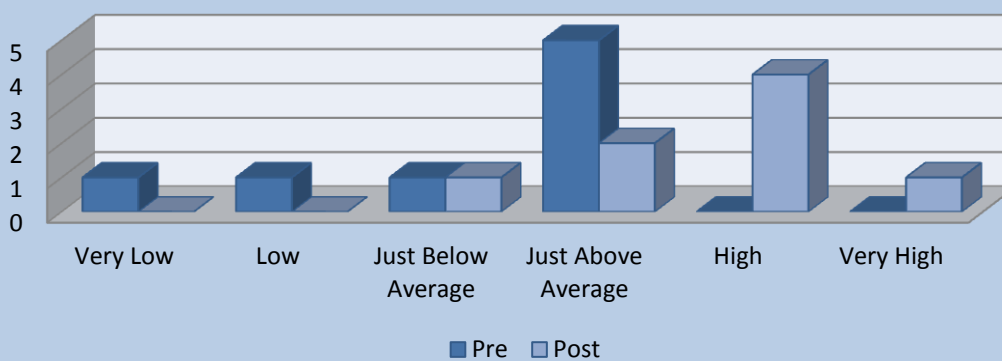
Handling anger & emotional distress



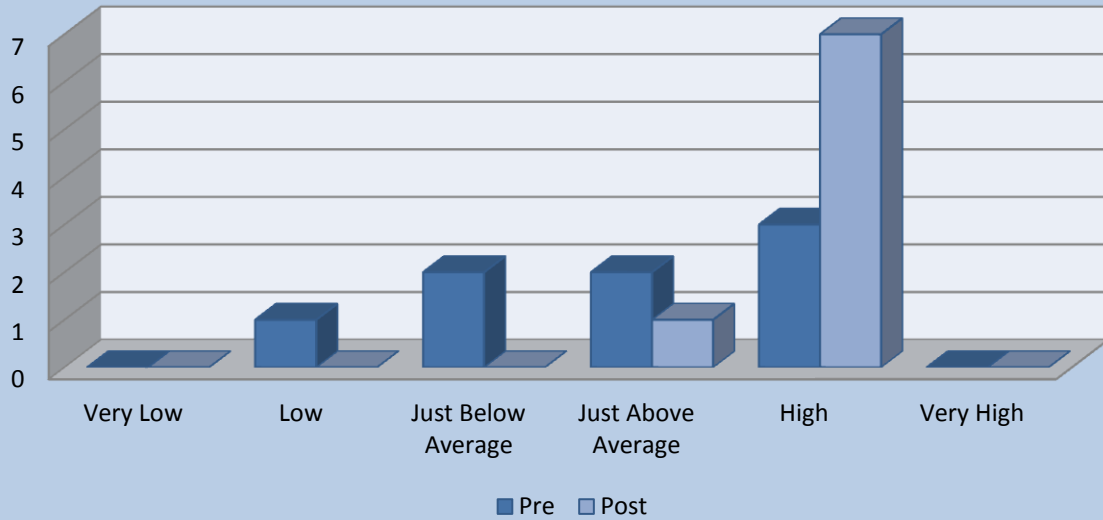
Responding to complaints about care



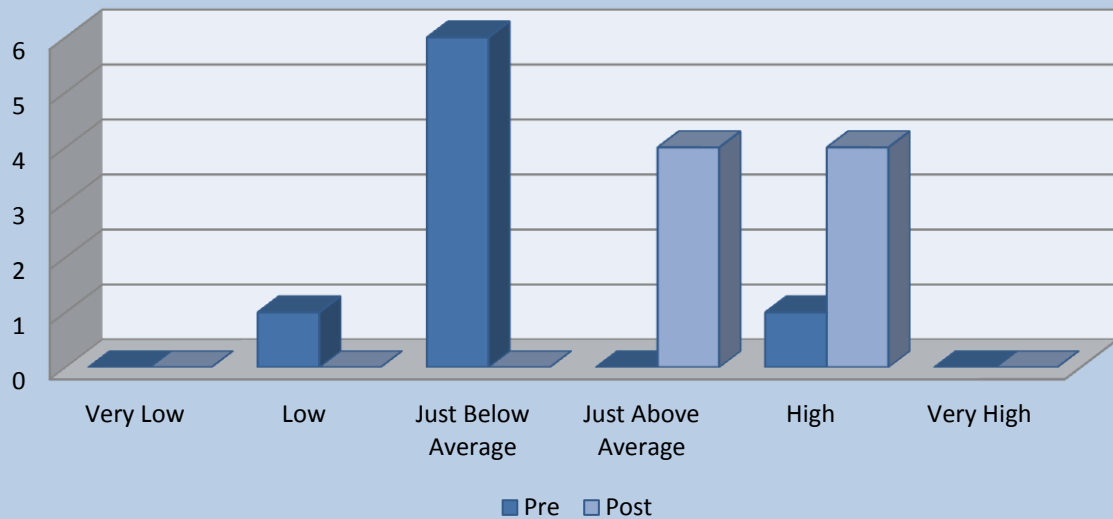
Giving Information & support to people who have experienced an adverse event



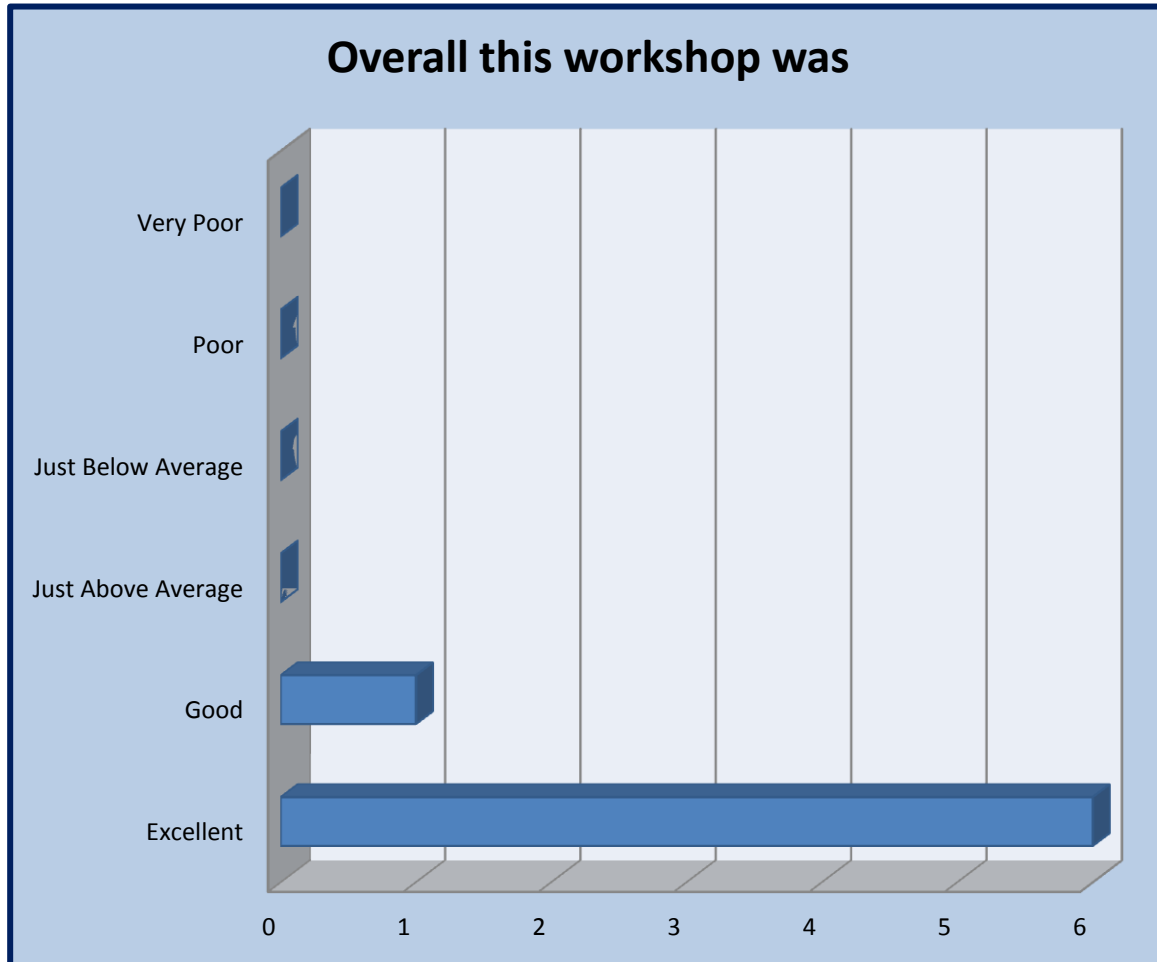
Communication with other professionals about adverse events



Addressing poor performance by other team members



GENERAL COURSE FEEDBACK



SUMMARY OF EVALUATIONS

The workshop was highly rated by all participants. Participants valued the experiential teaching methods and found them effective, particularly trying out and test different communication skills and strategies through role play simulations. Some participants appreciated the opportunity to pause and reflect after each scenario. Some noted the value of listening more, the use of pauses and the importance of avoiding negative language

COMMENTS

“This will make difficult and challenging conversations easier. I will have the confidence to do this” -
Clinical Manager

“Felt day was well balanced and delivered effectively” -
Midwife

“Really good! Thank you” -
Anesathatist

“Role playing and re-playing really helped” -
Obstetrician

“Liked the opportunity to reflect after each scenario” -
Clinical Manager

“Great to have all agencies involved” -
Midwife

“I feel more confident now in breaking bad news” -
Speciality Doctor

“Great to be able to discuss issues as a team and not individual” -
Consultant