
TALKING ABOUT DETERIORATING HEALTH AND FUTURE CARE PLANNING

27TH APRIL 2017 | ROYAL INFIRMARY OF EDINBURGH

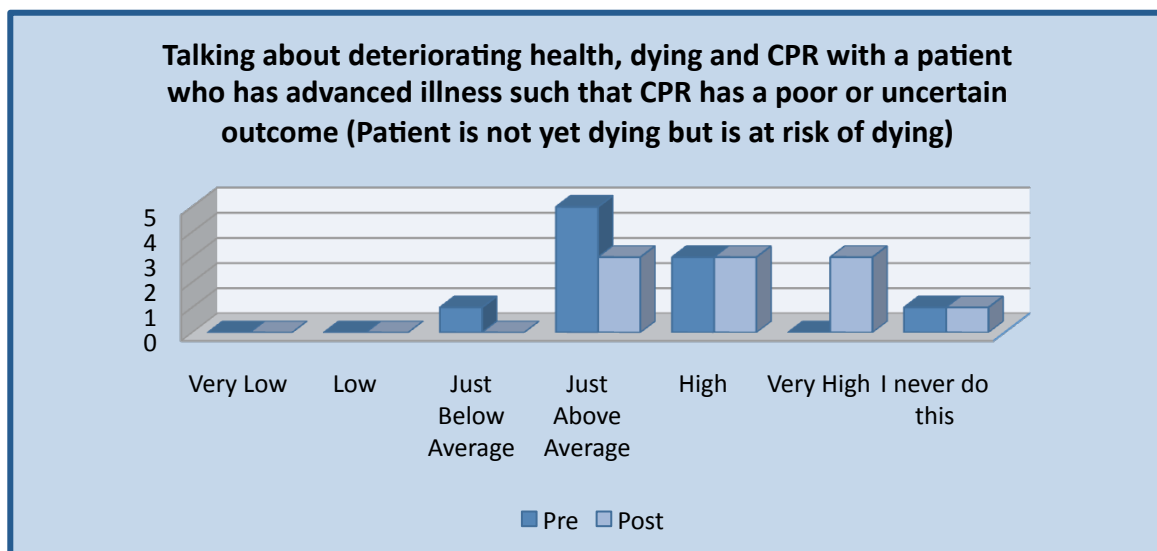
10 senior doctors and other health professional took part in a one day interactive workshop. Participants worked in a small peer group and addressed the challenges of communication scenarios with particular focus on initiating conversations about deteriorating health, people's priorities and plans for future care such as hospital treatments options, further admissions, clinically assisted nutrition or hydration and CPR.

Topics at the workshops included:

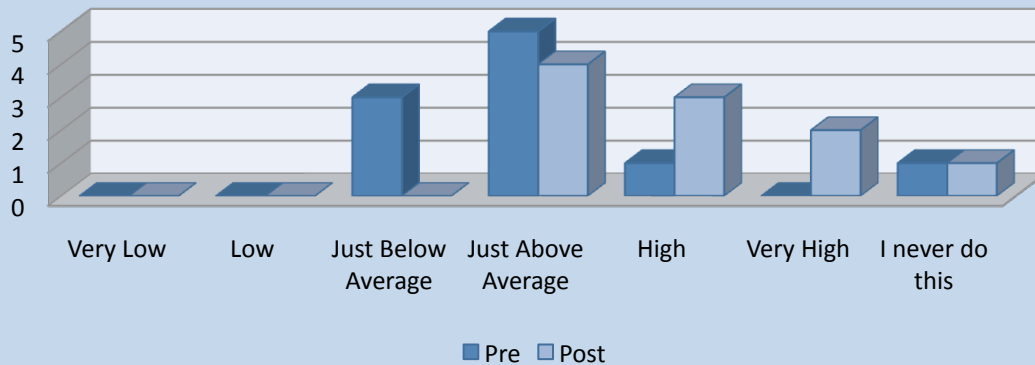
- Conflicting opinions between professionals and families
- Managing unrealistic expectations
- Dealing with anger
- Effective communication with patients and families when there is a high risk of death
- Discussing DNAR status

PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

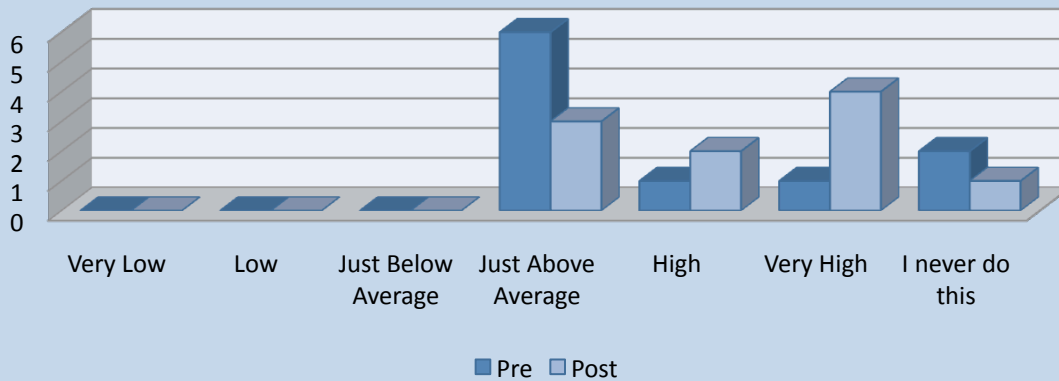
Participants completed online pre-workshop and post-workshop measures of their confidence in managing different communication challenges. For each challenging scenario confidence ratings were higher after the workshop than before the workshop



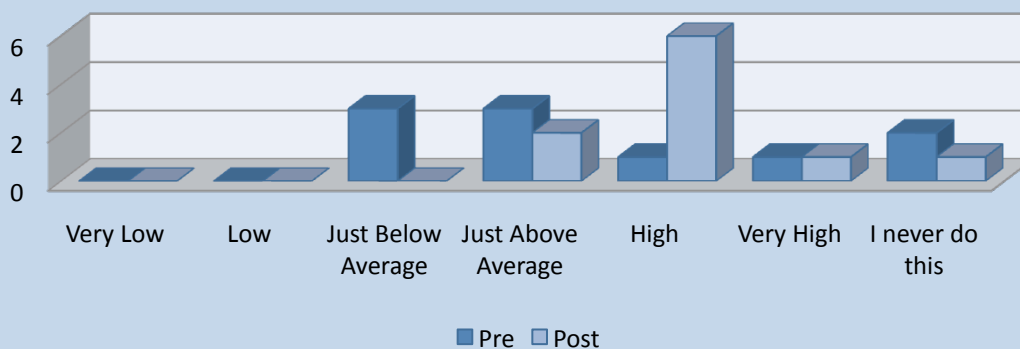
Talking with a patient who is not aware that they are dying about death, dying and CPR



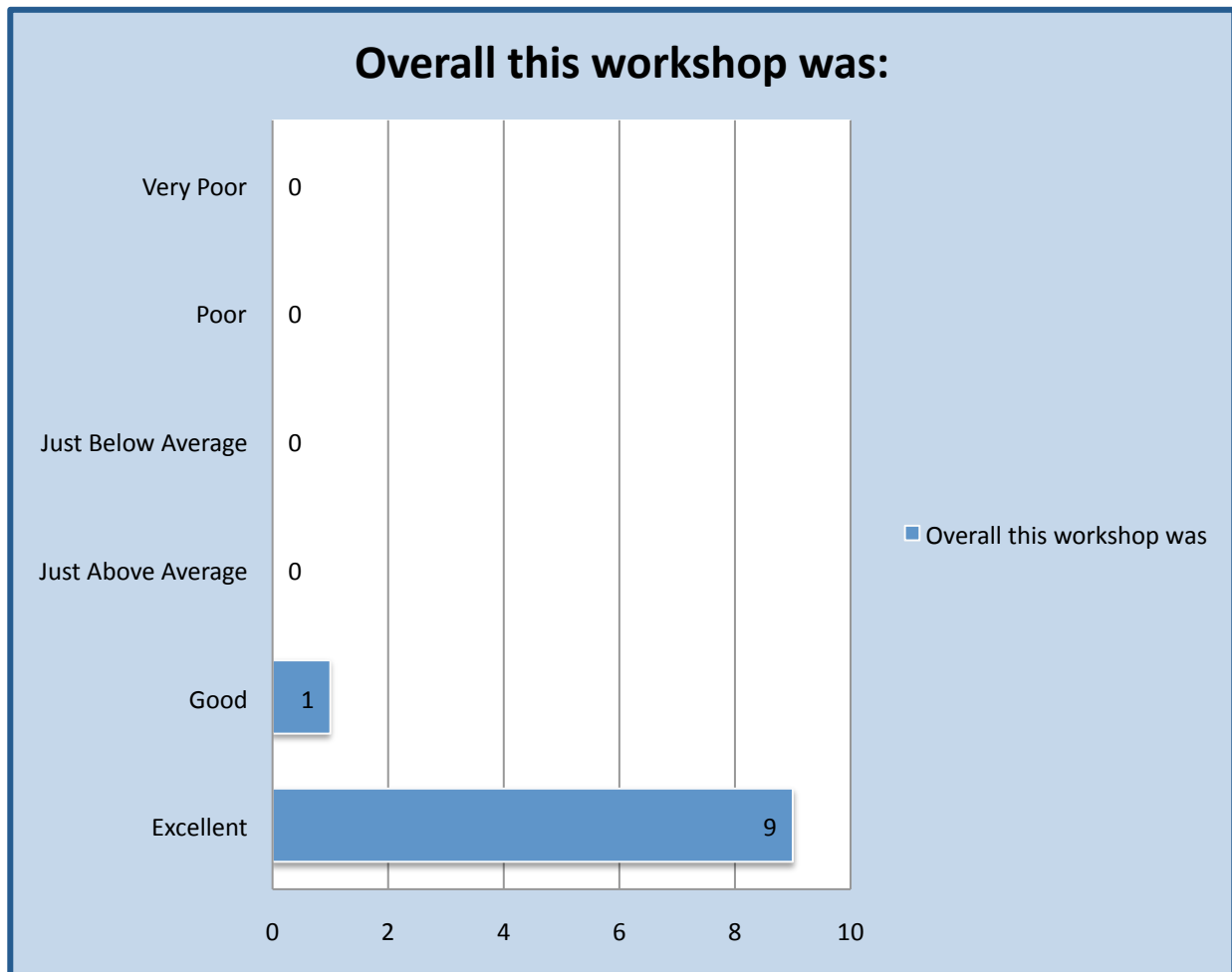
Talking with a patient whose health is deteriorating and/or their family about why ITU/HDU/ further treatments would not be of benefit



Talking with a family who disagree with a decision made by the team that CPR is a treatment that will not work because of the patient's poor health (patient lacks capacity)



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 o sharing, ideas, strategies and experiences within the group and that a diverse group worked very well. Some noted the value of pauses and taking a moment to ensure the person understands and said the workshop had made them more aware of recognising the quiet person in the room.

WHICH PARTS OF THE WORKSHOP DID YOU FIND PARTICULARLY EFFECTIVE?

“The ability to try different things and hear different colleague’s approaches to communication” - Consultant

“The simulated discussions were great. The whole atmosphere encouraged discussion and comparison” - Consultant

“I felt it was useful to share ideas and strategies. Gaining new/ different and more effective communication methods” - Consultant

“Role play was interesting and informative” - Associate Specialist

“Lots of helpful tools to use in future conversations” - Consultant

“Sharing experiences. Lots of tips for difficult conversations. Liked the format of the day” - Team Lead

“I like the mixed learning I like the variety of peers. I think that the scenarios are very relevant” - Consultant

“A number of valuable points raised regarding including acknowledging the quiet ones in the room, the use of pauses, picking appropriate tone of conversation for information being given” - Consultant

“Great to be able to try different approaches very active group - good to be able to learn from each other great to be able to try different approaches very active group - good to be able to learn from each other” - Consultant