

EC4H Advanced Clinical Communication Training

Evaluation of 2012/2013 courses in NHS Forth Valley

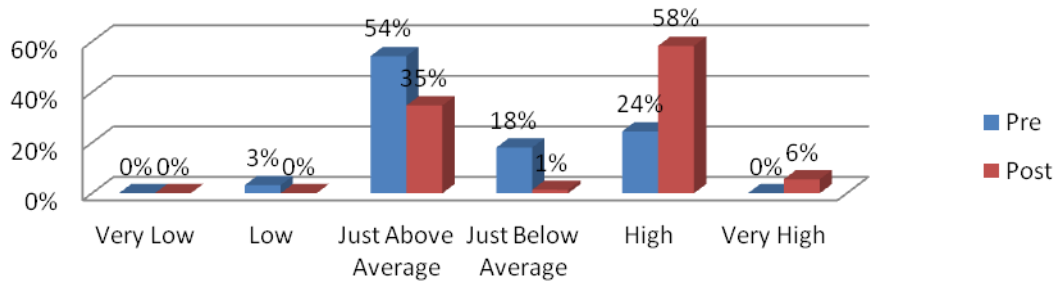
12 1-day EC4H courses, each for a maximum of 10 participants ran in NHS Forth Valley from June 2012 to December 2013. A total of 97 participants attended. These comprised 38 doctors, 59 nurses, and 1 spiritual care adviser. Doctors were consultants, specialty doctors or final year registrars working in a wide range of specialties. Nurses were band 6 and above, again from varying specialties. The majority of courses were run for either doctors or nurses but there were also courses run for both doctors and nurses.

The day was mainly experiential and based on relevant specific situations from the participants' own practice. Scenarios tended to relate to the following themes:

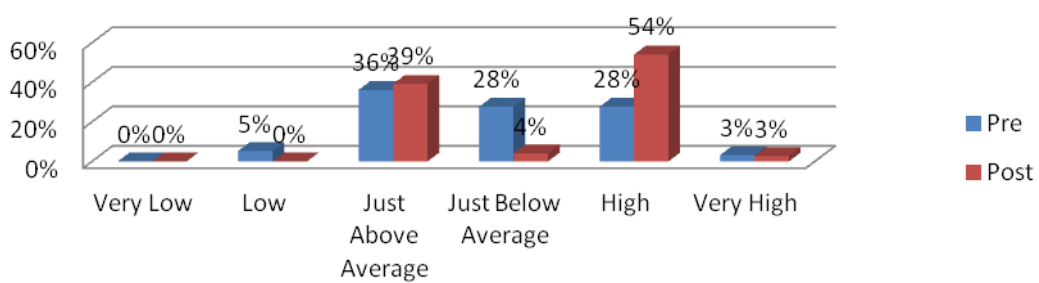
- Breaking bad news to patients/ relatives
- Giving complex information to distressed patients/relatives
- Managing patients'/relatives' unrealistic expectations of the service
- Communicating with angry relatives
- Facilitating decision-making for patients/relatives
- Discussing advance care planning/DNACPR with patients/relatives
- Meeting with families following an official complaint
- Agreeing on patient management with a (senior) colleague who holds a different professional opinion
- Giving feedback to poorly performing junior members of staff
- Challenging colleagues who ignore team decisions and work to their own agendas
- Managing difficult or challenging behaviour of colleagues in team meetings

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

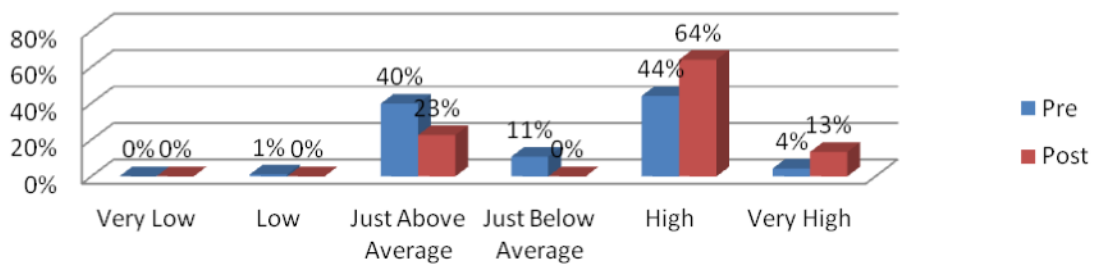
Handling anger & emotional distress



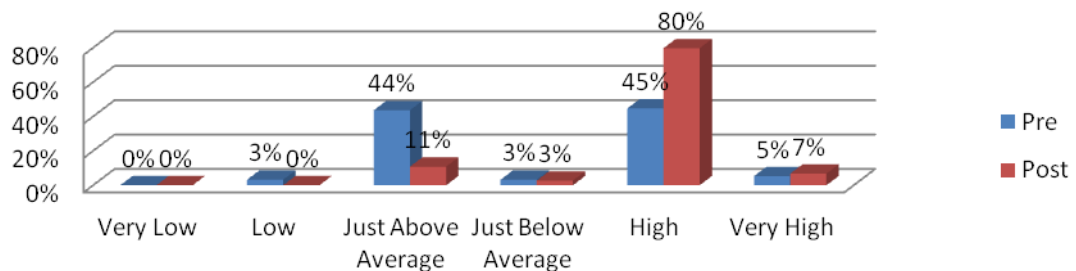
Responding to complaints

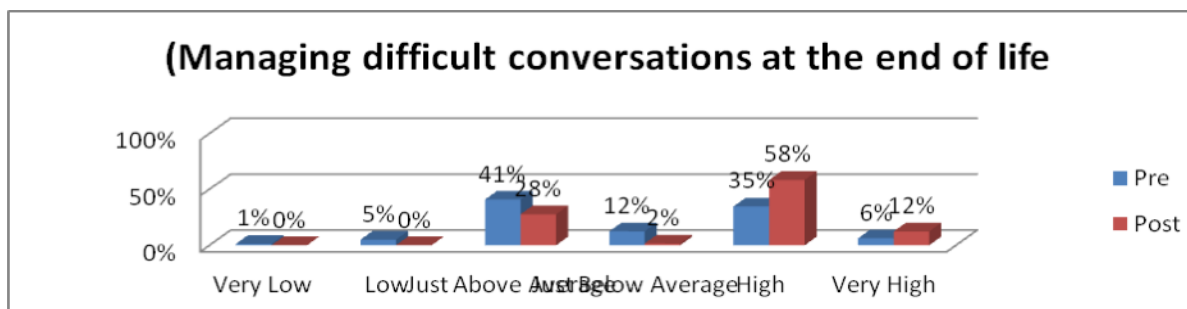
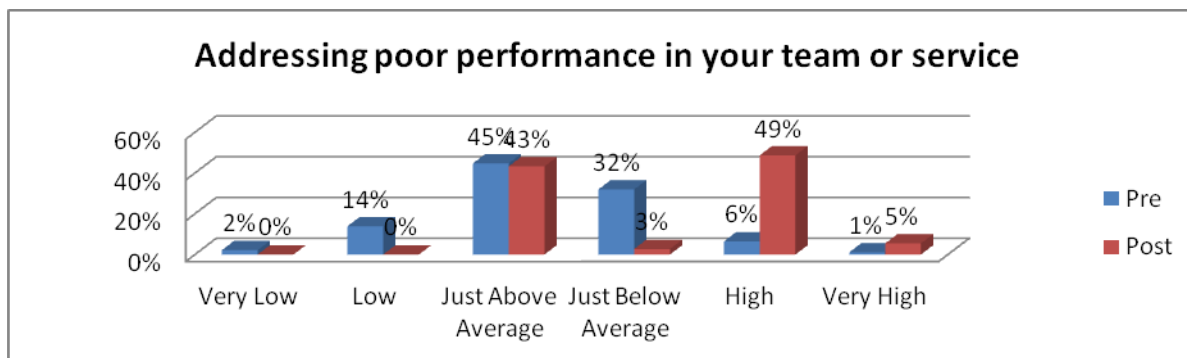


Making complex decisions about treatment or care with patients and/or relatives



Interprofessional communication: with your colleagues, other team members or other services





Summary of Evaluations:

It was evident from comments that the course was highly valued by big majority of participants. 96% rated the educational value of the course either excellent (55%) or good (41%). All participants said they would recommend the course to a colleague. It was also evident that participants valued highly the experiential teaching methods used and found them effective. They found it useful to be able to try out and test different communication skills and strategies through role play. Some participants also commented on being challenged and being 'pushed out of their comfort zone' with positive impact on their skills development. Some participants commented that the workshop had enabled them to be more reflective of their own practice and have increased self awareness. When asked what addition support would be helpful for them in the future 50% of participants said they would like to attend another similar workshop and 31% said they would value on-line resources with DVD clips.

Comments:

The whole workshop was excellent. I was very anxious at the thought of it, but the facilitators were exceptional at making us feel at ease.

The role play workshops were quite daunting but very effective. They were conducted in a very supportive way. I would now recommend role play as a form of learning

I rarely have the opportunity to observe these kinds of face to face communications, or to contribute constructively with peers in a safe environment. I feel this has acted as a refresher and reminds me that there is always a different way to achieve agendas/goals / wishes for both patient and professional.

It encouraged you to do a lot of reflection of your own practice. It gave you a greater awareness about yourself and your practice. It encourages very honest open discussion. The three facilitators ensured a relaxed atmosphere where everyone appeared to be comfortable giving and receiving feedback.

It helped me identify a particular area that I need to work on.

It was non-judgemental, I felt very supported, everyone was in the same position, the group appeared to learn a great deal after the study day.

I found it gave me new skills to help with my everyday communication with staff and patients. I feel more confident to allow silences.

For the late registrar and early consultant groups, I think the management/colleague scenarios are particularly useful - thanks for these.

I was pushed out of my comfort zone which I appreciated. I liked the fact that you could try ways out then try something else, you cannot do this with a real patient or staff member.

I was amazed how much I responded to the other person's communication skills even when trying hard to stay in role. Having time to watch this happen in each of the role plays was useful.

The Clinical Communication course book is very informative.

Simply outstanding. I do think "revision" courses would be helpful.