

COMMUNICATION CHALLENGES IN HEALTHCARE

28TH AND 29TH SEPTEMBER 2017 | ROYAL INFIRMARY OF EDINBURGH

7 Senior Doctors in training, experienced Nurse Specialists and other health professionals took part in a two day intensive interactive workshop.

Participants worked in a small coaching group with two senior tutors to address strategies for handling communication challenges from each participant's own clinical practice.

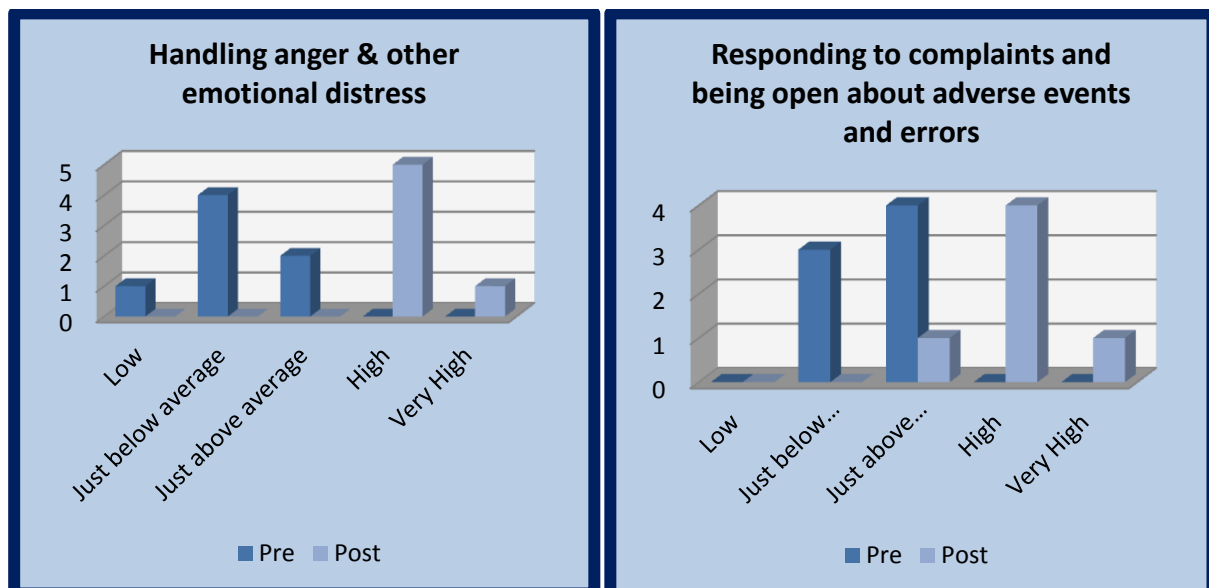
Topics at the workshops included:

- Discussing complex or distressing information
- Handling anger, emotional distress, collusion and denial
- Share decision making and informed consent
- Discussing goals of care, levels of intervention and CPR status
- Handling poor performance
- Communication on teams and effective handover
- Addressing and preventing complaint

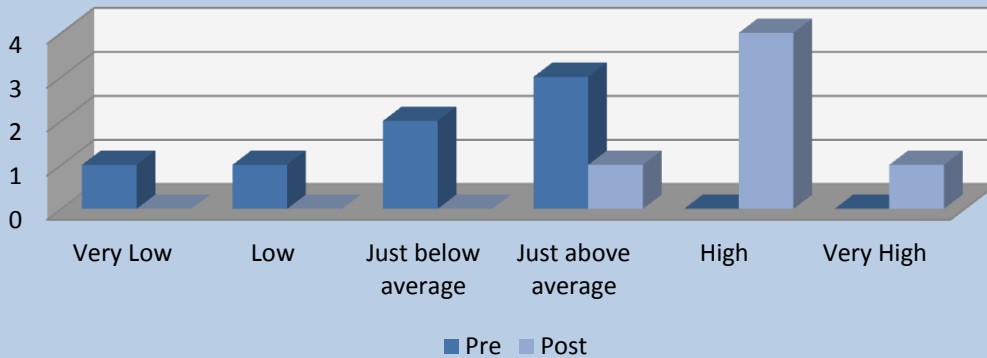
PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

Seven participants completed online pre-workshop measures of their confidence in managing different communication challenges. Six participants completed online evaluations to measure their confidence ratings post workshop

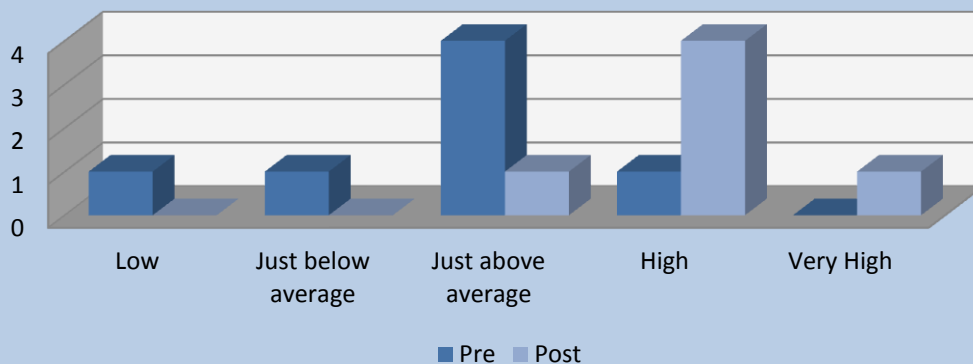
Participants rated their confidence higher after the workshop for each challenging scenario



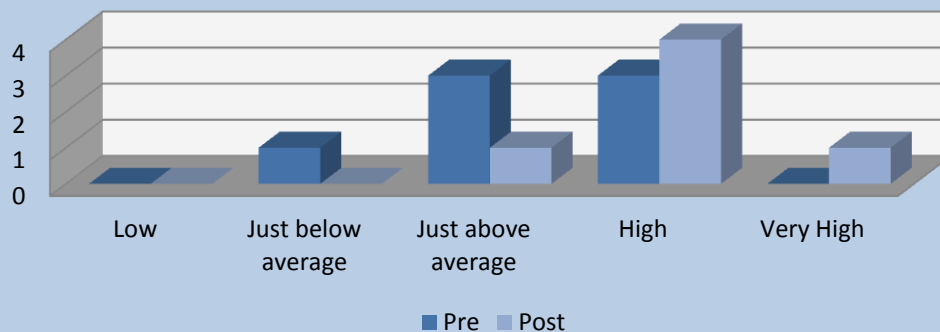
Addressing poor performance in your team or service



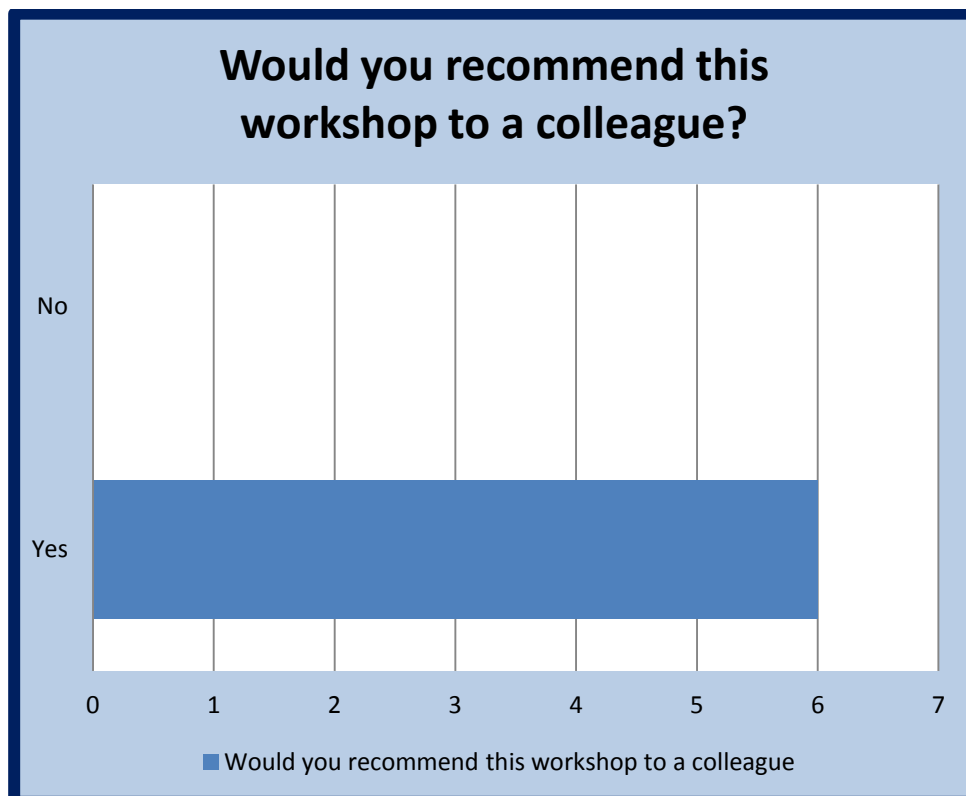
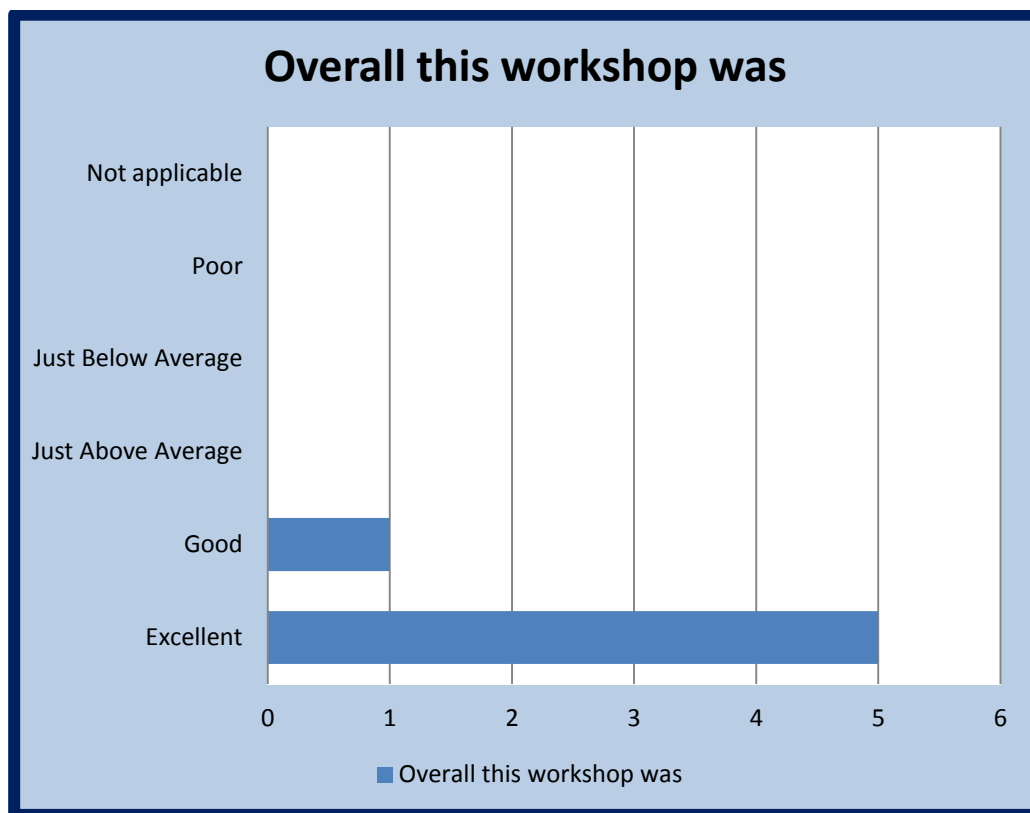
Managing/ discussing complex decisions about treatment or care with patients and/or relatives



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



GENERAL COURSE FEEDBACK



SUMMARY OF EVALUATIONS

All of the participants who provided feedback highly rated the workshop. 100% of participants said they would recommend this workshop to a colleague.

All participants noted they appreciated being able to stop and “rewind” an interview. Some participants commented that they valued the mix of discipline and background within the group. The set up of the group and safe environment was also noted to be encouraging.

WHICH PARTS OF THE WORKSHOP DID YOU FIND PARTICULARLY EFFECTIVE?

"Reflecting on real life situations was particularly effective" - Core Medical Trainee

"Particularly appreciated the mix of both medical and nursing colleagues from a wide range of backgrounds" - Clinical Midwifery Manager

"Useful to be able to playback discussions and reflect" - Registrar

"Group size was excellent " - Midwifery Manager

"setting goals for each scenario was helpful" - Registrar

"Safe environment which encouraged everyone to participate willingly" CM Manager