

## COMMUNICATION CHALLENGES IN HEALTHCARE

22<sup>ND</sup> AND 23<sup>RD</sup> JANUARY 2018 | WESTERN GENERAL HOSPITAL

Ten Senior Doctors in training, experienced Nurse Specialists and other health professionals participated in a two day intensive interactive workshop. Participants worked in a small peer group and addressed communication challenges chosen from their clinical practice, and their teaching and management roles. All participants said they would recommend the workshop to colleagues.

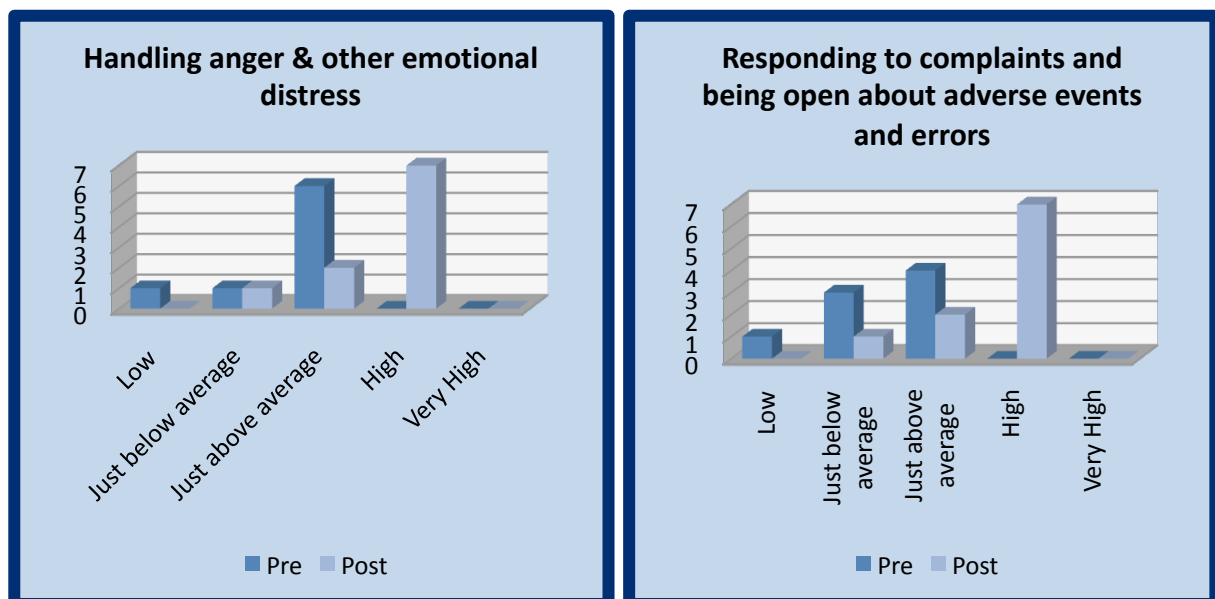
Topics at the workshops included:

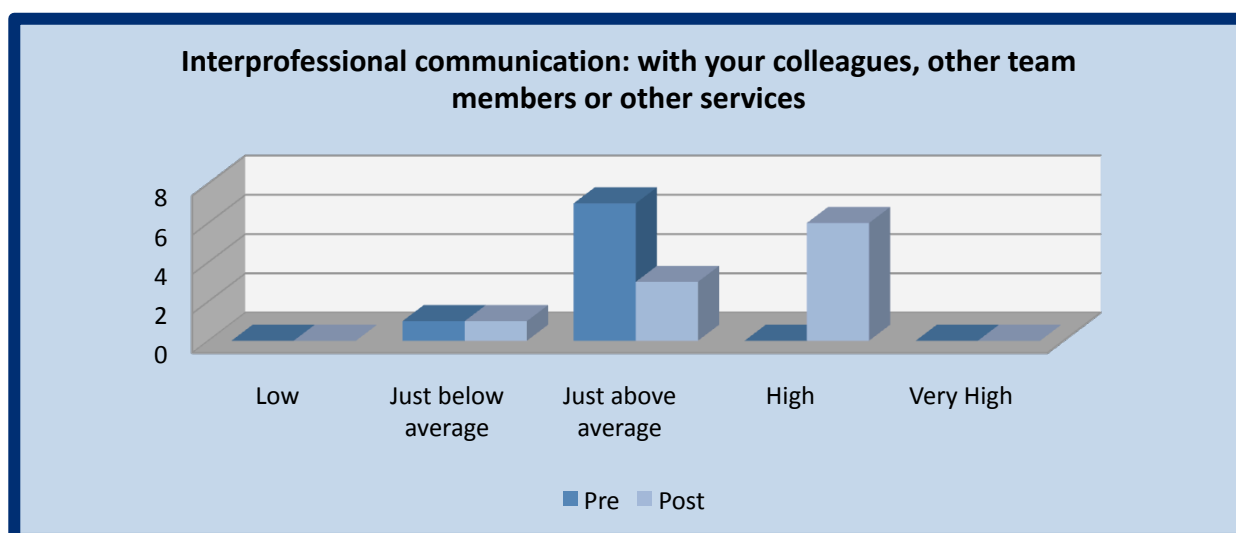
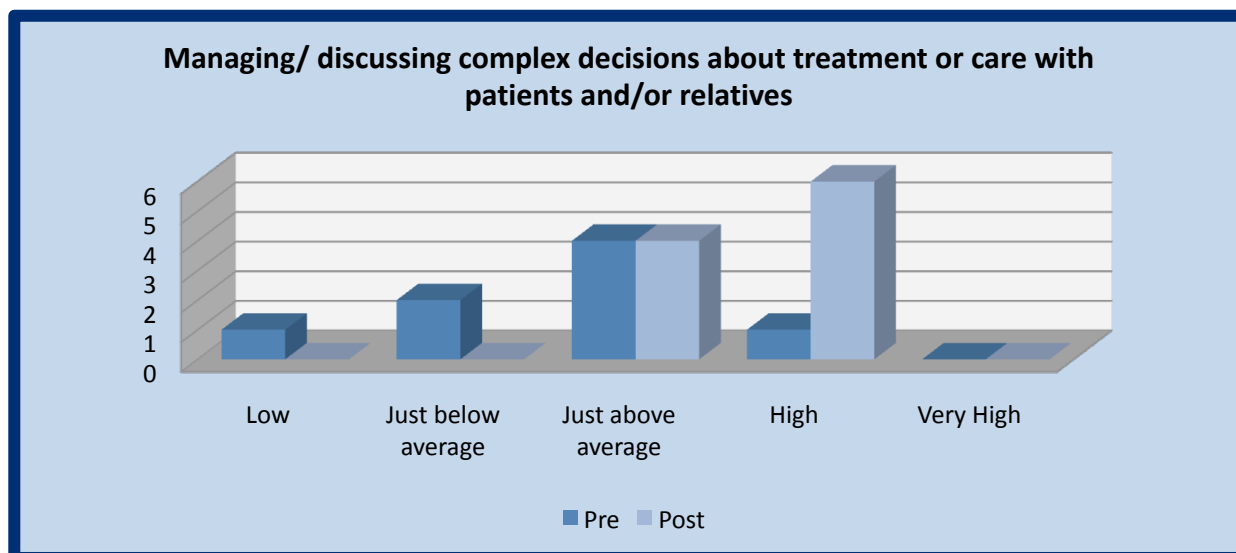
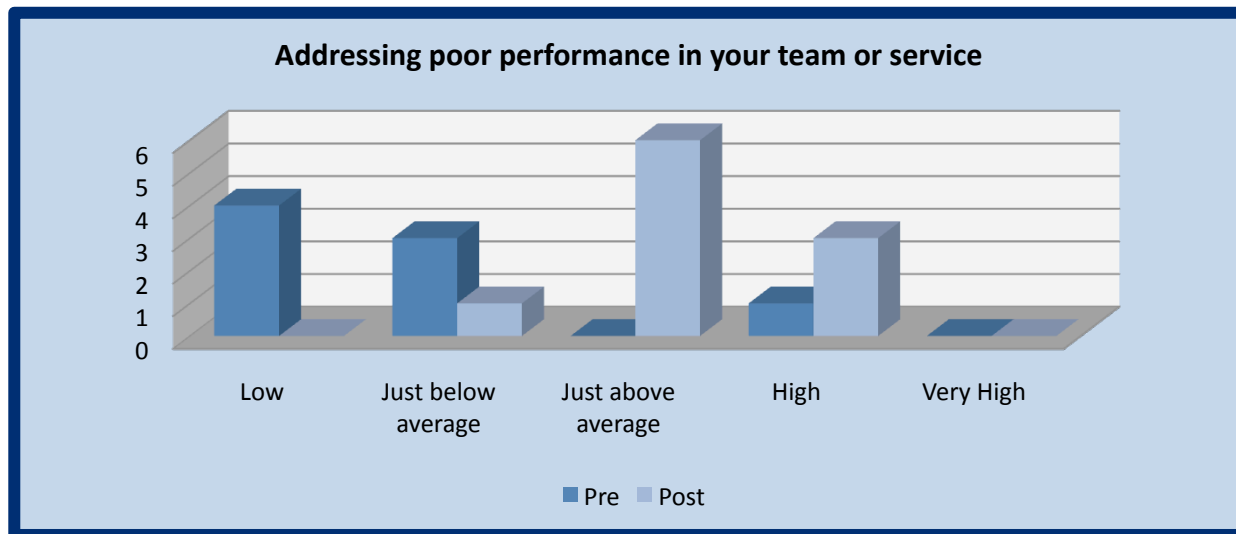
- Shared decision making and informed consent
- Handling anger, emotional distress, collusion and denial
- Discussing complex or distressing information
- Discussing deteriorating health, goals of care and future care planning including treatment decisions such as CPR status
- Handling poor performance by colleagues or other members of the clinical team
- Communication on teams and effective handover
- Addressing and preventing complaint

### PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

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

For each challenging scenario participants rated their confidence higher after the workshop than before.

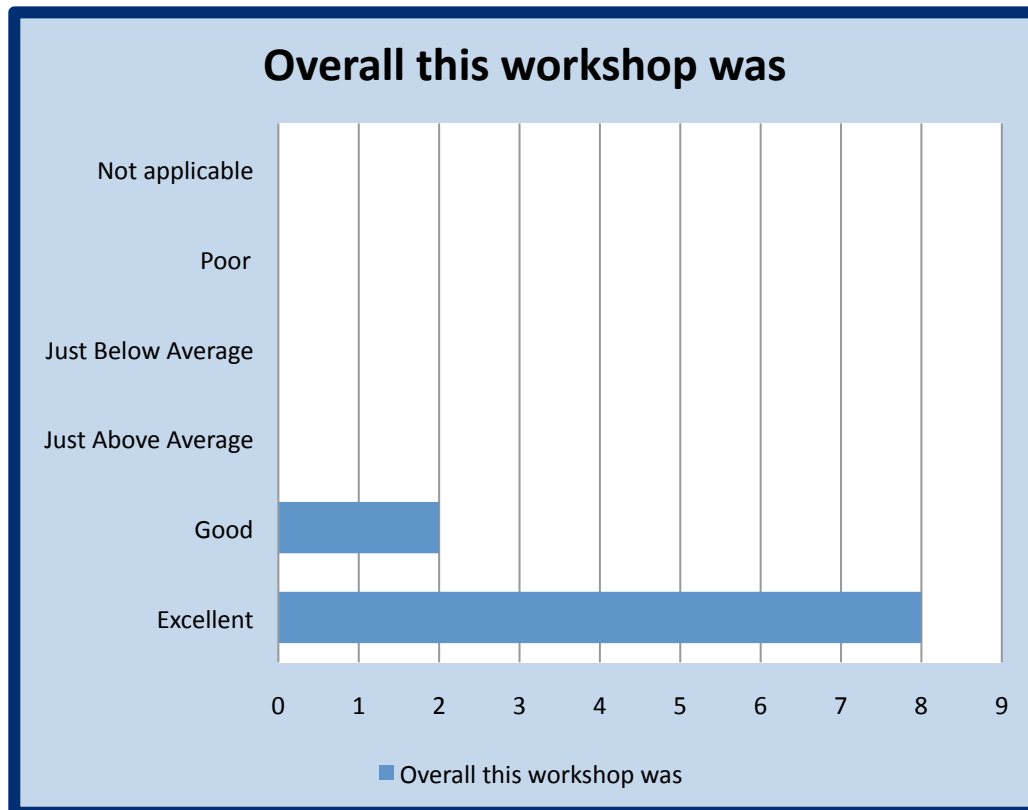




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GENERAL COURSE FEEDBACK

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SUMMARY OF EVALUATIONS

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The workshop was highly rated by all participants. All participants said they would recommend the workshop to a colleague.

All participants noted they found the supportive, informal peer group learning particularly effective. Some appreciated the merit of the experiential learning with structured feedback whilst others valued the benefits of having group members from different backgrounds and disciplines.

Several participants commented on the high quality and experience of the tutors and noted they were very approachable and skilled in involving and encouraging everyone within the group. Their skill in quickly recognizing that one participant was finding one of the areas stressful and putting an alternative resolution on place was appreciated.

Role play was found to be very effective by a number of participants who found it particularly valuable to use difficult scenarios from their own clinical practice

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WHICH PARTS OF THE WORKSHOP DID YOU FIND PARTICULARLY EFFECTIVE?

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"Really useful to use own difficult scenarios in workshop" - GPST

"Excellent to hear experience from people working in different role and in different areas." - Speciality Trainee

"A very personal experience that required 100% input from everyone" - Advanced Nurse Practitioner

"A safe place to try out different approaches and behaviours" - Advanced Nurse Practitioner

"Provided a good opportunity for feedback and to think about different strategies" - Speciality Registrar

"role playing our own scenarios was valuable and is instantly transferrable to our own roles" - CNS Band 7

"Excellent tutors - thank you!" - Speciality Registrar

"I learned a lot through observing and contributing to discussions" Advanced Nurse Practitioner

"Everyone was encouraged to contribute and participate" ST4

"The tutors were really approachable and helped everyone to participate and share their experiences in a safe environment." - ST4