



Getting everyone on the same page: Effective communication with patients, families, and providers

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Conflict of interest Disclosures

► None

Objectives

1. Elements of effective communication
2. Cultural competency
3. Application using some examples communication techniques



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Elements of Effective Communication

What is Effective Communication?

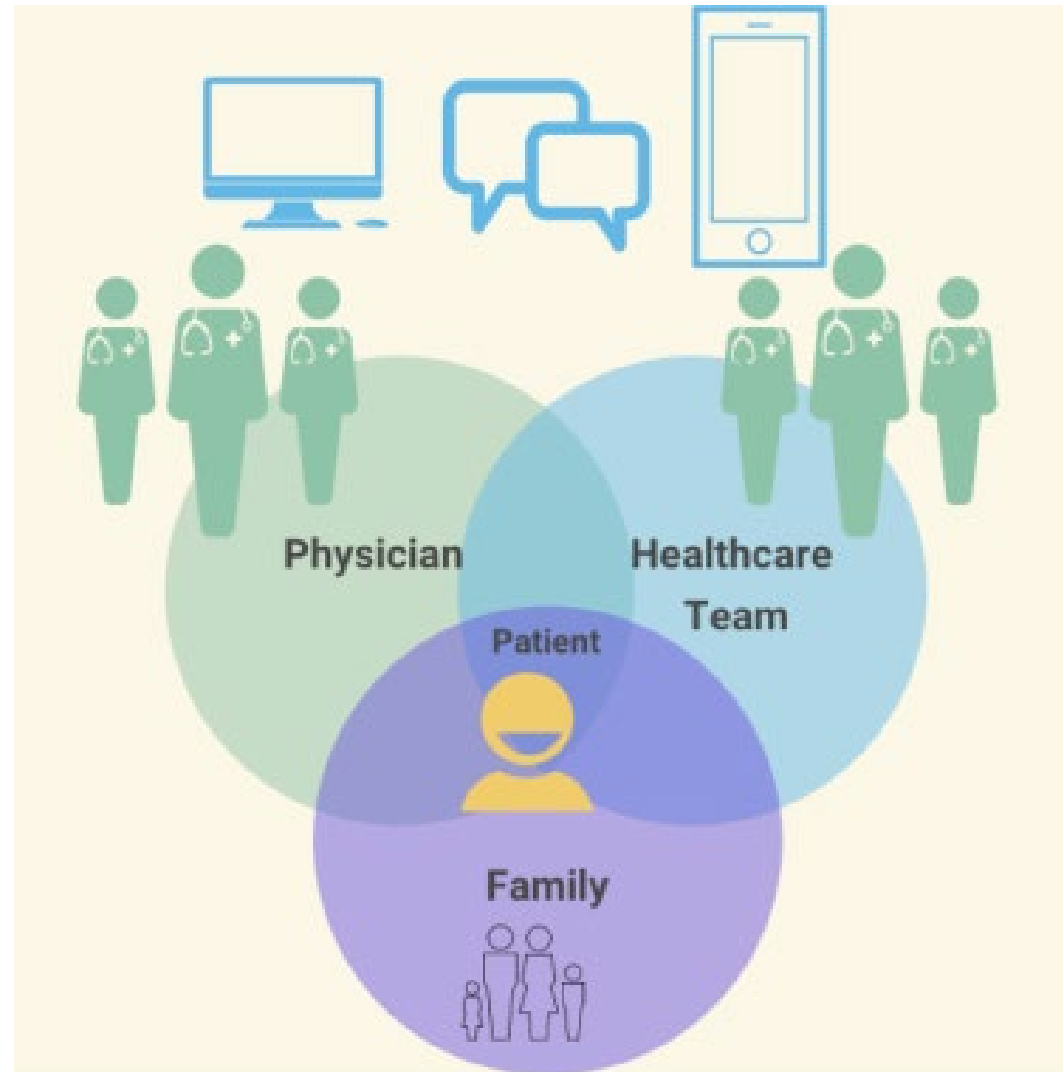
The exchange of knowledge, information, perspective on a subject in a way that the message is accepted and understood clearly

Both the person delivering and the one receiving are satisfied.

What is effective communication? Skills for work, school and life . Coursera .
<https://www.coursera.org/articles/communication-effectiveness> Accessed April 26, 2024

Elements of Effective Communication

In Healthcare



Why is Effective Communication Important?

Reduction in
rate of
adverse
events in
healthcare

Up to 250,000
deaths per year
from medical
error

80% due to
errors in
communication

Improvement
in patient
satisfaction

Better
understanding of
disease
management

Increase
likelihood of
adherence to
treatment

Effective communication with patients and families

- Understanding of health condition
- Decision-making
- Treatment planning
- Other concerns : social, financial



Image by [Mohamed Hassan](#) from [Pixabay](#)

Barriers to effective communication with patients and families

Patient-related barriers	Health care team-related barriers	Organizational barriers
Language	Too much information at once	Lack of training of staff
Effect of medication or illness	Lack of knowledge	Short duration of time for appointments
Differences in health literacy level	Medical jargon	Shortage of staff
Differences in cultural background	Power misuse/biases/discrimination	Increase in phone/virtual appointments
	Speaking too fast/Poor listening skills	Lack of flexibility in appointment system
	Increased workload /not enough time	
	Poor attitude/disrespect	

Oliveros E, Brailovsky Y, Shah KS. Communication Skills: The Art of Hearing What Is Not Said. JACC Case Rep. 2019 Oct 16;1(3):446-449. doi: 10.1016/j.jaccas.2019.09.003.

Ahrens E, Elias M. Effective communication with linguistically diverse patients: A concept analysis. Patient Educ Couns. 2023 Oct;115:107868. doi: 10.1016/j.pec.2023.107868. Epub 2023 Jul 11. PMID: 37480794.

Jack K, Ridley C, Turner S. Effective communication with older people. Nurs Older People. 2019 May 29. doi: 10.7748/nop.2019.e1126. Epub ahead of print. PMID: 31468756.

Case Vignette

J.B is a 70-year-old woman.

- ▶ History of congestive heart failure and dementia
- ▶ Son and daughter-in-law are visiting and want to speak with the healthcare team

What are some challenges that one can anticipate with the admission of any resident?



Possible challenges

- **Communication**
- **Culture**
 - ▶ Language
 - ▶ Values
 - ▶ Beliefs
 - ▶ Special needs
 - ▶ Other expectations



Continuation of case vignette

70 y.o woman

Admission process- Family reports worsening confusion.

“Every time she is like this, she has a UTI and receives antibiotics”

Assessment and Plan:

- ▶ Exam, urinalysis ? Blood tests? - no concern for infection
- ▶ Review of discharge notes from hospital – confirms worsening dementia
- ▶ Family is informed that antibiotics are not indicated



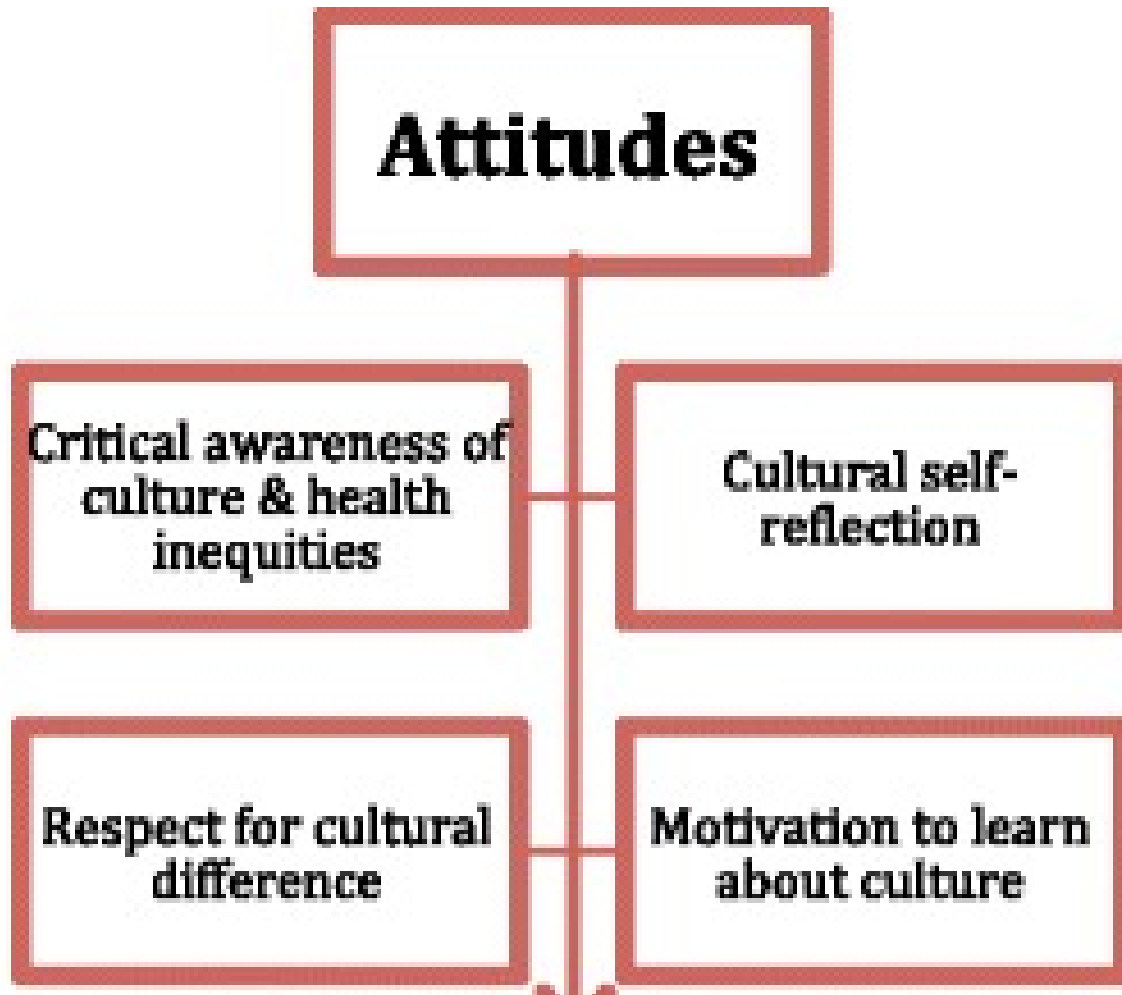
Family's response: silence

Cultural Competence

- Attitudes or behaviors that help one to effectively interact with others in a cross-cultural context
- Individuals, systems or healthcare organizations are equipped to offer culturally responsive health care or services

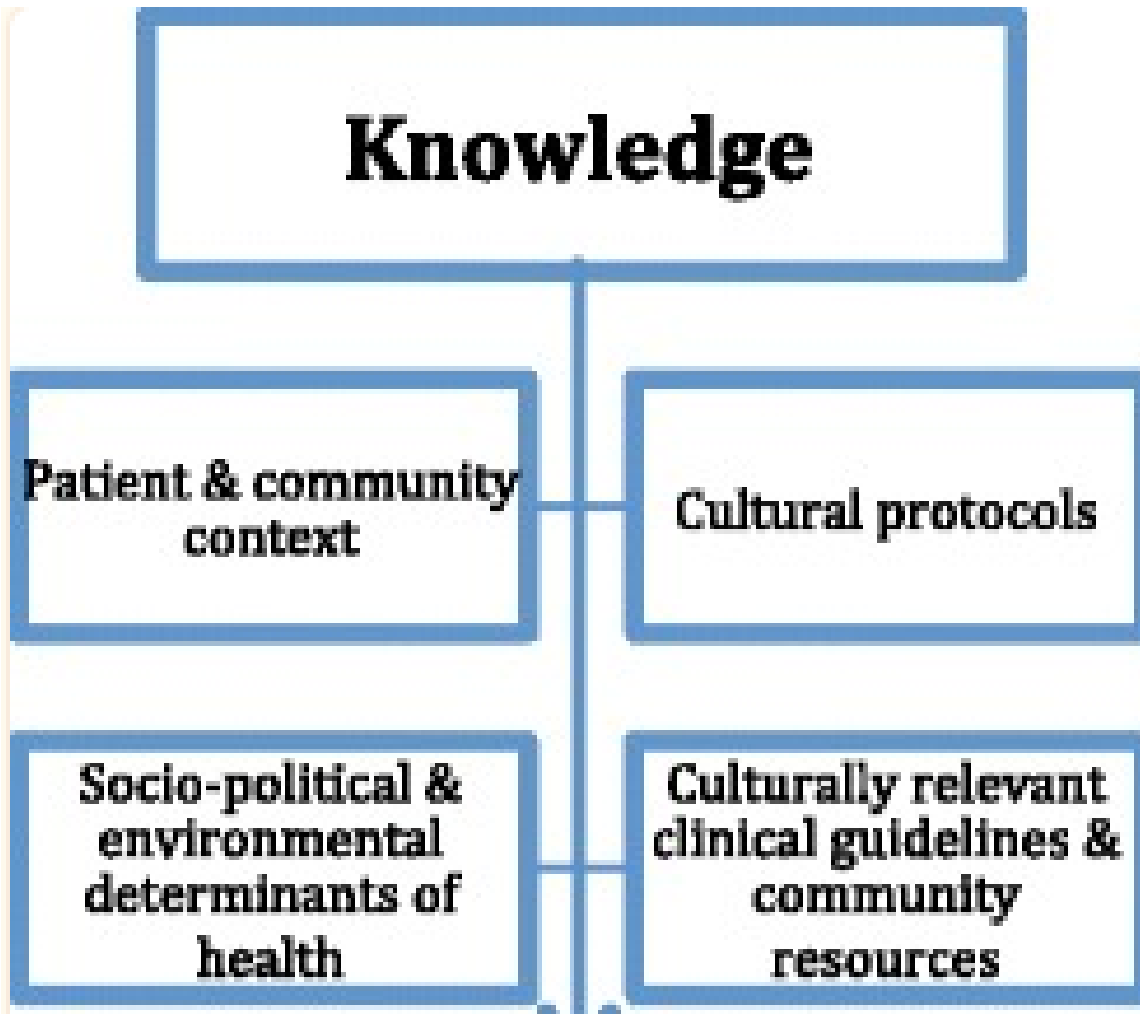
Watt K, Abbott P, Reath J. Developing cultural competence in general practitioners: an integrative review of the literature. BMC Fam Pract. 2016 Nov 15;17(1):158

Elements of cultural competence



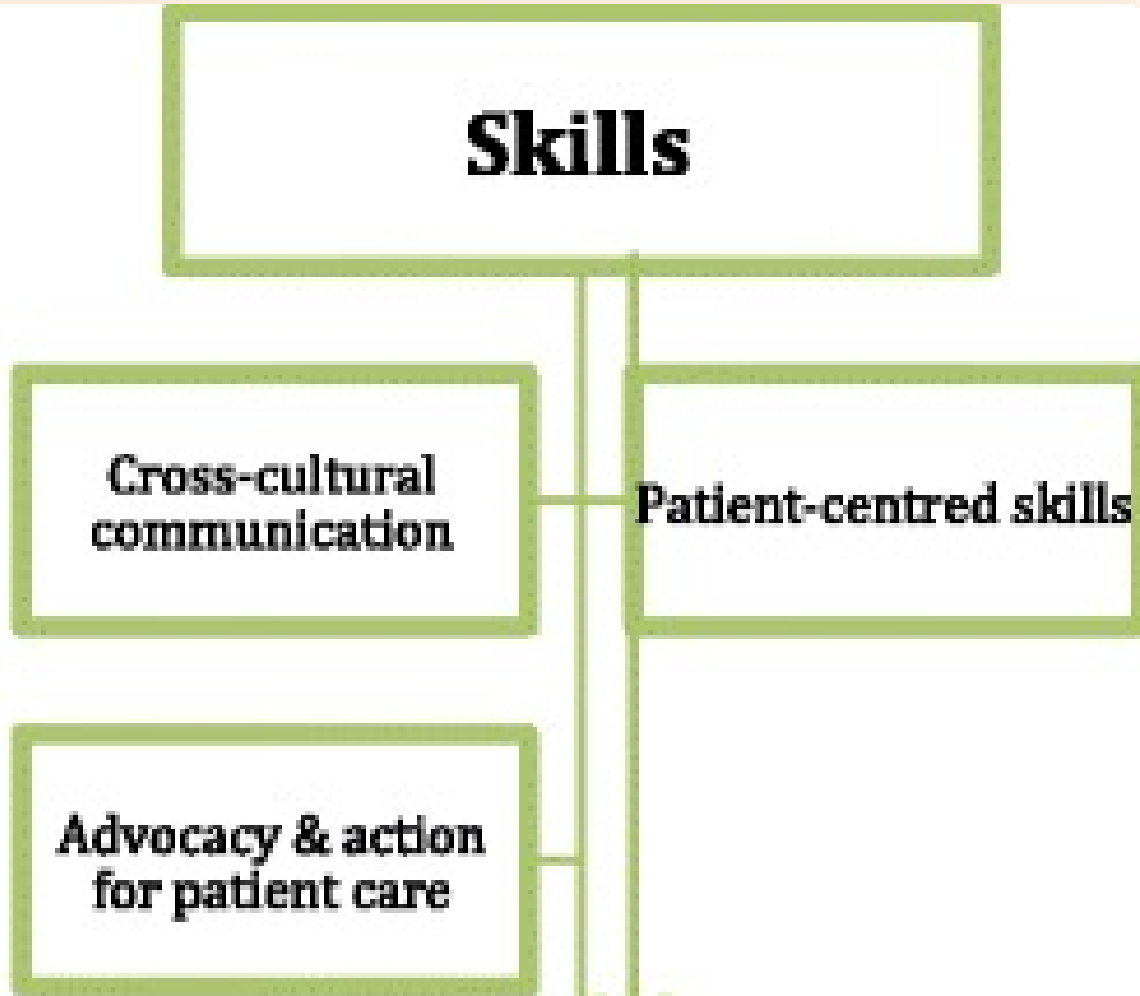
- ▶ Ability to recognize the effect of one's own position in the power structures of the society and health care setting
- ▶ Adapt in response to this self-reflection
- ▶ Application of cultural humility

Elements of cultural competence



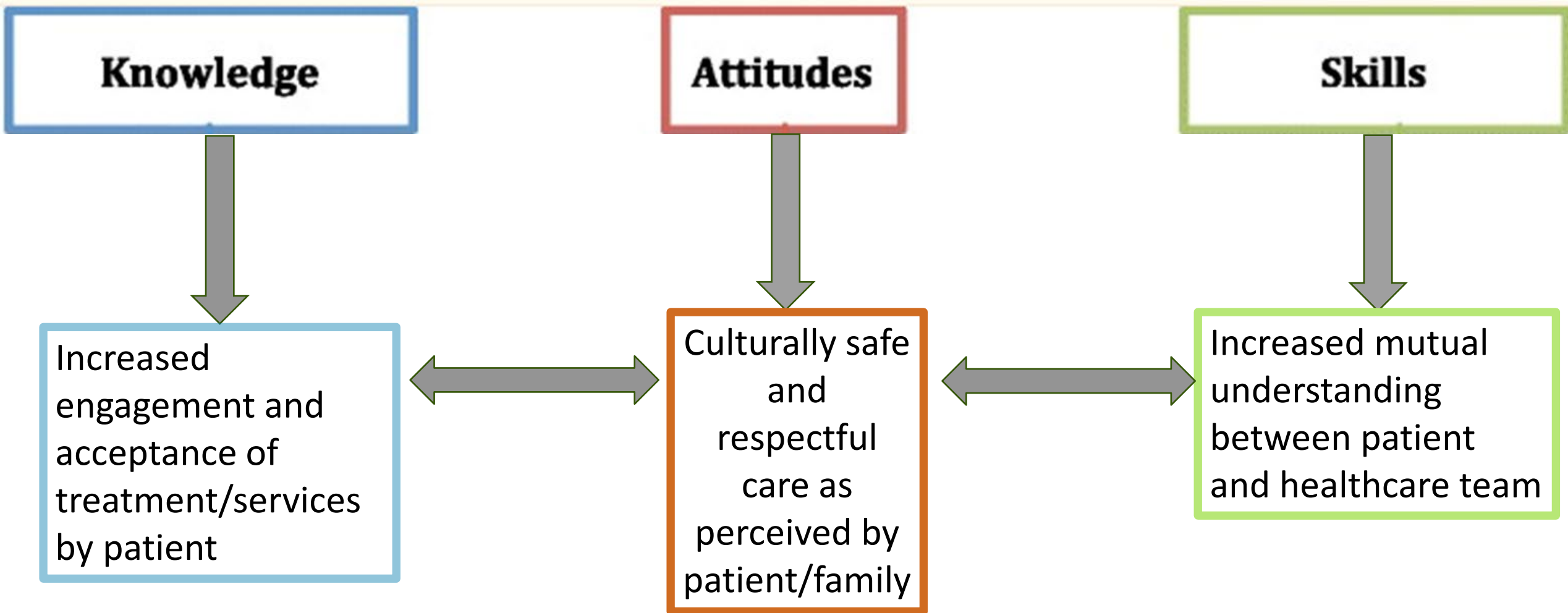
- ▶ Knowledge of the cultural context of patients and their families
- ▶ Avoid generalizations (stereotyping)
- ▶ Be familiar with helpful resources such as community health workers, interpreters, culture-appropriate information, and specific health programs.

Elements of cultural competence



- The application of knowledge gained and attitude in the way we communicate with patients and families

Elements of cultural competence



Effective communication with patient and families

- ▶ Look for signs of mistrust
- ▶ Probe for past experiences
- ▶ Recognize and acknowledge adverse events from previous healthcare experiences
- ▶ Propose a patient-centered partnership
- ▶ Invite patient to include important persons in the family or community



Image by [Robert Owen-Wahl](#) from [Pixabay](#)

<https://www.vitaltalk.org/guides/bridging-inequity>

Back to case

Probe for past experiences with health condition, infections and treatment

Response:

The last time she was like this, we complained, and nothing was done.

She eventually had a fever and got more confused.

She ended up in the hospital and was admitted for weeks.

Something was said being septic.

Several lab tests, including the urine, was abnormal.

If she had received antibiotics early on, that prolonged hospitalization would have been prevented.

Back to case

Your response with very good communication skills:

- Acknowledge the family's concern.
- Explain what may have happened if possible.
- Discuss what you or the facility will do to reduce the risk of a similar experience.
- Reach an agreement or partnership with the family.

<https://www.vitaltalk.org/guides/bridging-inequity/>

DESC Technique:

Describe. Express. Suggest. Consequences/Consensus.

Describe the specific situation

I understand you are worried about your aunt. She is not acting like herself today, and the last time this happened, someone told you she had a UTI and gave her antibiotics, and she got better.

Express your concerns about the action

I am concerned that the risks of another course of antibiotics outweigh the potential benefits. I don't want to risk hurting her with a medicine that she probably does not need.

Suggest other alternatives

Instead of giving her a medicine she may not need, I'd like to see if there is something else going on first. She may have had a bad night's sleep. She might be in pain or a little dehydrated.

Consequences should be stated and consensus should be reached

I do not want to give her an antibiotic if she does not truly need it, because this could put her at risk for dangerous side effects. We both want to help her feel better. Would you please see if you can get her to drink some water or juice? Maybe you can also try to find out if anything is hurting her? I'm going to review her medications and her recent vital signs. Let's talk in an hour or so.

Effective communication between members of healthcare team

- ▶ Discuss patient or resident during rounds or in outpatient setting
- ▶ Discuss critical changes in a timely manner
- ▶ Clinical handover during change of shift or transfer of care.
- ▶ Other situations- administrative meetings etc



Barriers to effective communication among the healthcare team

- ▶ Personal values and expectations
- ▶ Differences in personality
- ▶ Hierarchy
- ▶ Race/ethnicity
- ▶ Generational differences
- ▶ Interprofessional and intra-professional rivalries
- ▶ Schedule and professional routine differences
- ▶ Cultural differences
- ▶ Complexity of care
- ▶ Concerns about clinical responsibility
- ▶ Concern about diluted professional identity
- ▶ Differences in levels of preparation, qualification and status
- ▶ Gender

O'Daniel M, Rosenstein AH. Professional Communication and Team Collaboration. In: Hughes RG, editor. Patient Safety and Quality: An Evidence-Based Handbook for Nurses. Rockville (MD): Agency for Healthcare Research and Quality (US); 2008 Apr. Chapter 33. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK2637/>

Effective communication between members of healthcare team



Image by [Gerd Altmann](#) from [Pixabay](#)

- ▶ Power dynamics can affect communication among team members
- ▶ Psychological safety

Effective communication between members of healthcare team

SBAR Technique

Situation	<p>What is going on with the patient?</p> <p>I am calling about Ms. Adams in room 10. Chief complaint is new onset shortness of breath.</p>
Background	<p>What is the clinical situation or context</p> <p>Patient is a 68-year-old female who recently back surgery. She is post-op day 5. She has no history of lung disease or heart disease.</p>
Assessment	<p>What do I think the problem is?</p> <p>Lungs sound normal bilaterally. However, I am concerned about a post op pneumonia. Her RR is 21, pulse ox of 94% and temp is 99.1</p>
Recommendation	<p>What should be done to correct this situation?</p> <p>I would like the patient to have an assessment as soon as possible. Are you available to come in?</p>

Effective communication between members of healthcare team

Use **CUS**, when you feel like the other person is not really listening to you or is making a wrong decision.

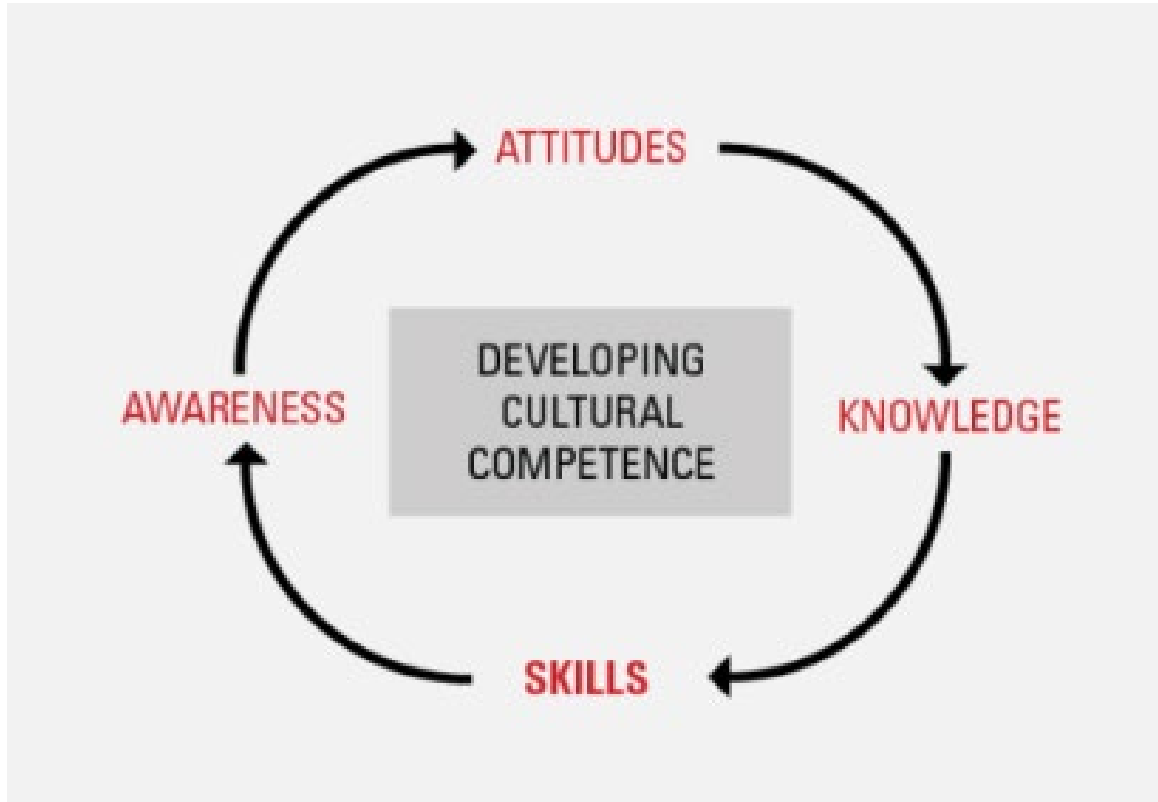
C: I am concerned because....

U: I am uncomfortable because....

S: The safety of the patient is at risk because.....

Narayan, Mary Curry MSN, RN, HHCNS-BC, COS-C. Using SBAR Communications in Efforts to Prevent Patient Rehospitalizations. Home Healthcare Nurse 31(9):p 504-515, October 2013. | DOI: 10.1097/NHH.0b013e3182a87711

Cultural competence in the workplace

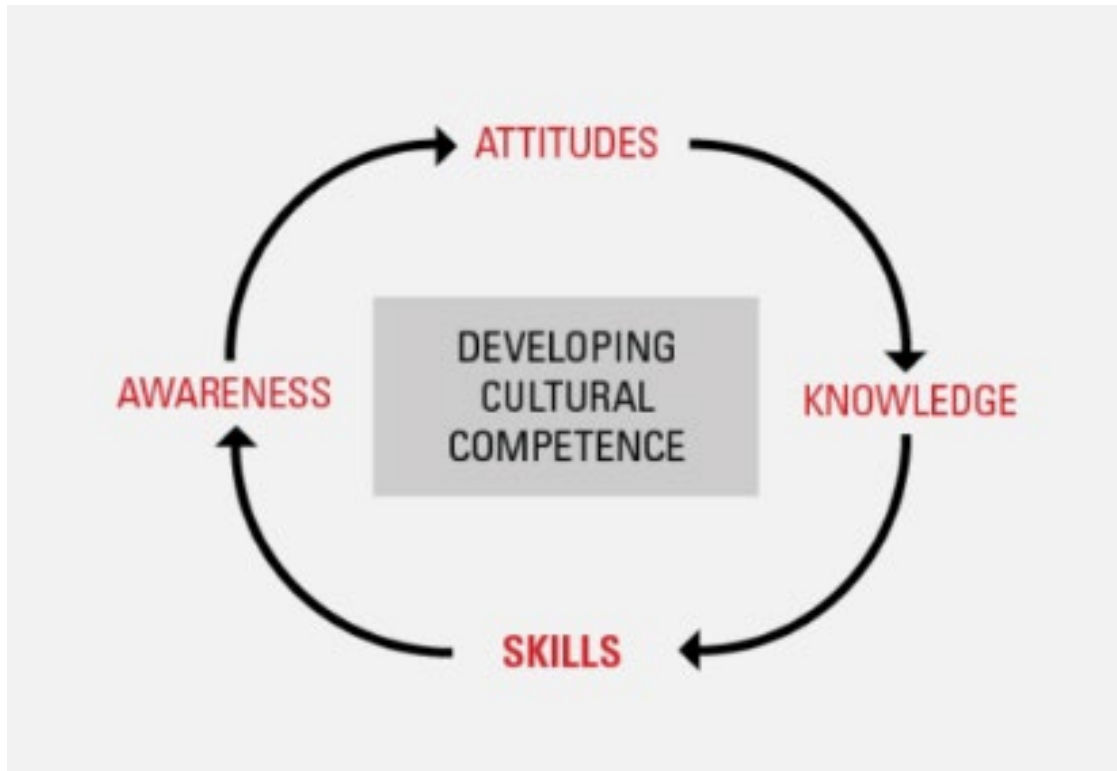


► Awareness

- Exploration of our own cultural backgrounds
- Exploration of personal biases about other people's culture
- How do we react to or interpret actions of people from other cultures or background?

<https://diversity.ncsu.edu/cultural-competence-toolkit/>

Cultural competence in the workplace

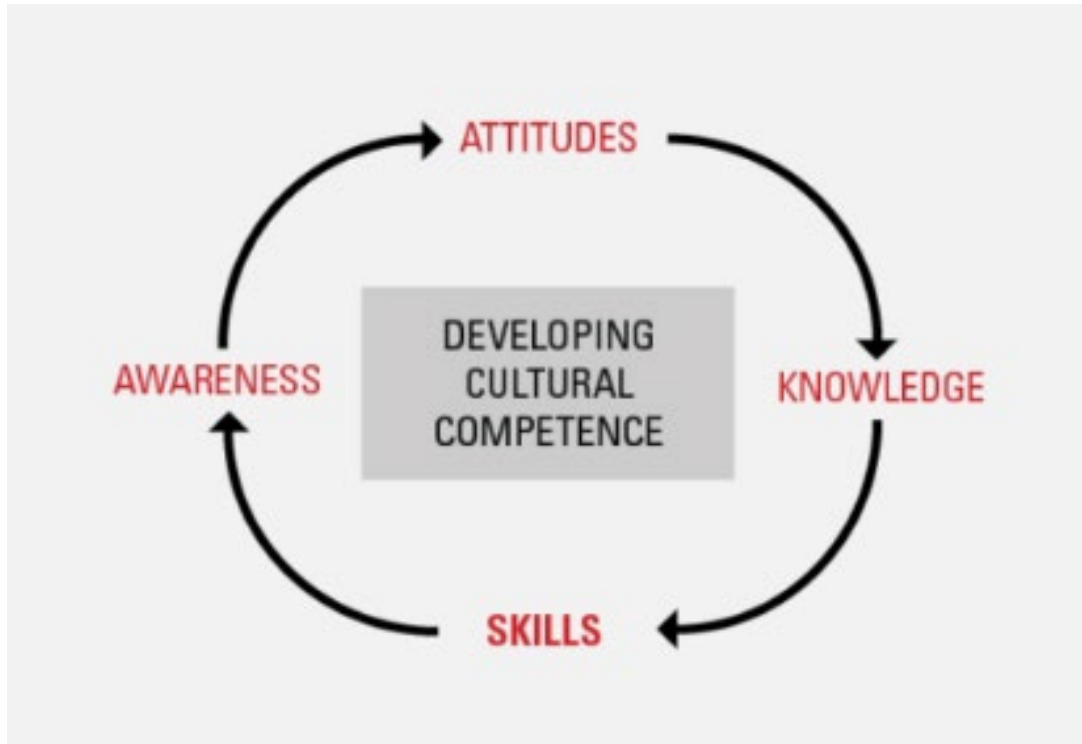


► Attitudes

- Exploration of our values, belief systems, fears and how do these affect our attitudes to other cultures?
- To what extent are we open to other cultures, opinions, perspectives?

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Cultural competence in the workplace

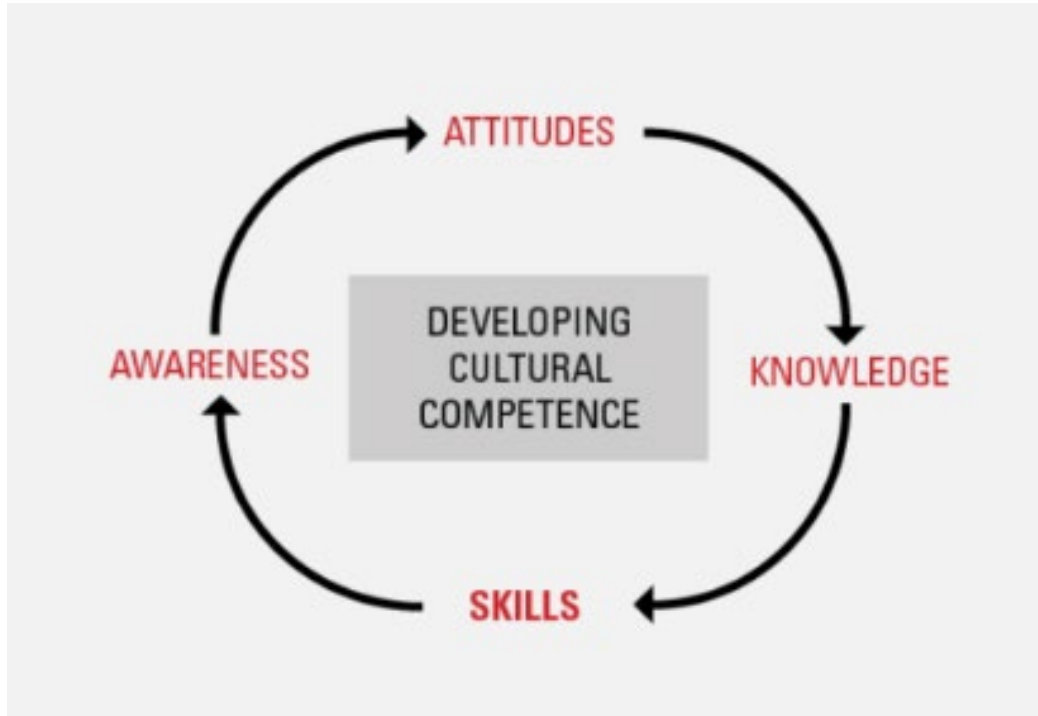


► Knowledge

- What do we know about people from other cultures, backgrounds?
-
- Does our behavior towards equality really align with our beliefs and values about equality?

<https://diversity.ncsu.edu/cultural-competence-toolkit/>

Cultural competence in the workplace



► Skills

- How do we interact with others?
- Practice cultural competency until it becomes fully integrated in our daily interactions.

<https://diversity.ncsu.edu/cultural-competence-toolkit/>

Effective communication between members of healthcare team

Leads to

- ▶ More effective collaboration
- ▶ Increased patient satisfaction
- ▶ Improved patient outcomes

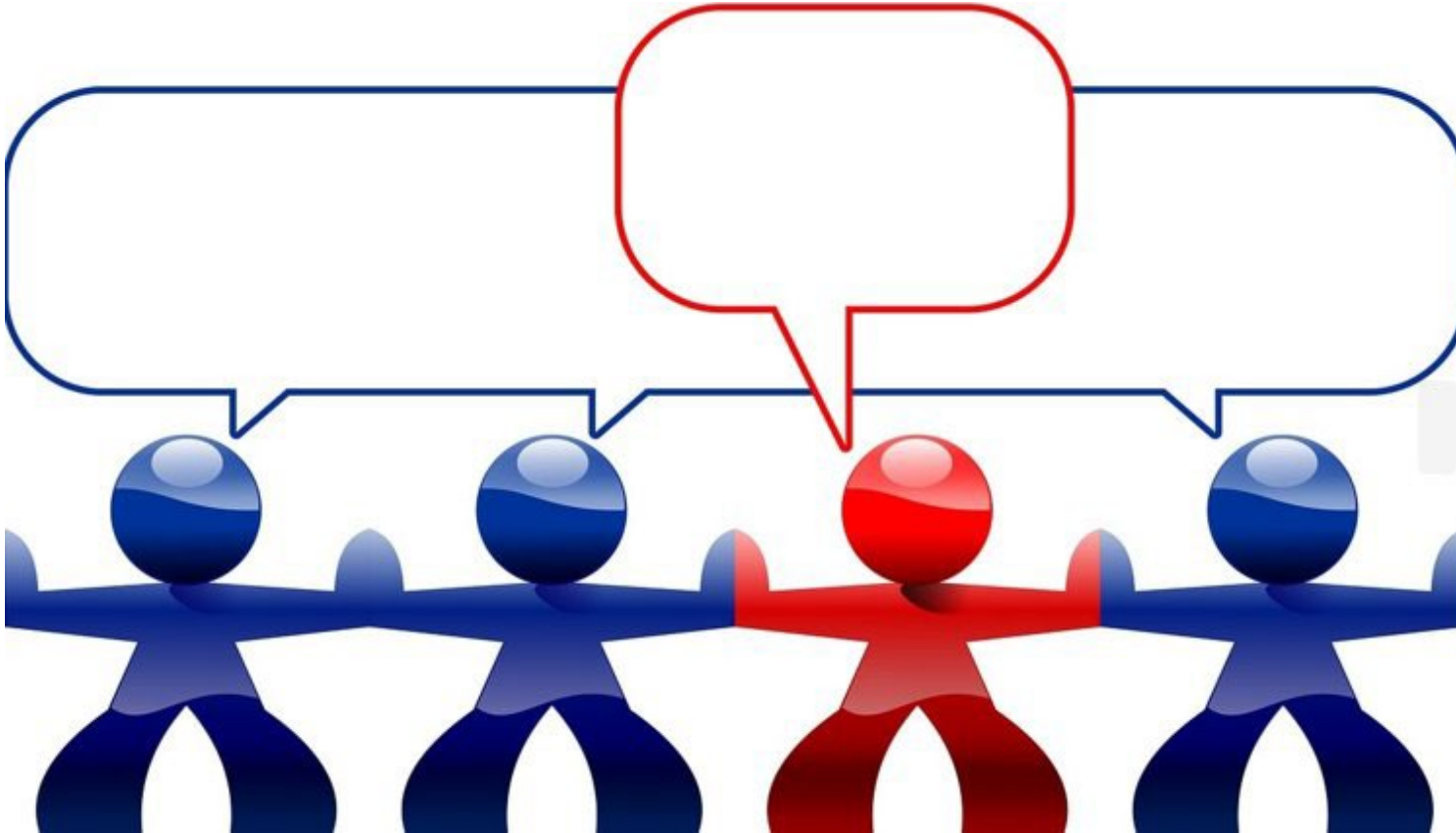
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Narayan MC. Using SBAR communications in efforts to prevent patient rehospitalizations. Home Healthc Nurse. 2013 Oct;31(9):504-15; quiz 515-7.



Summary

Effective communication is important.





Thank you



Questions?



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