

Communication Skills Training in 60-Minutes or Less

Wendy Anderson MD MS

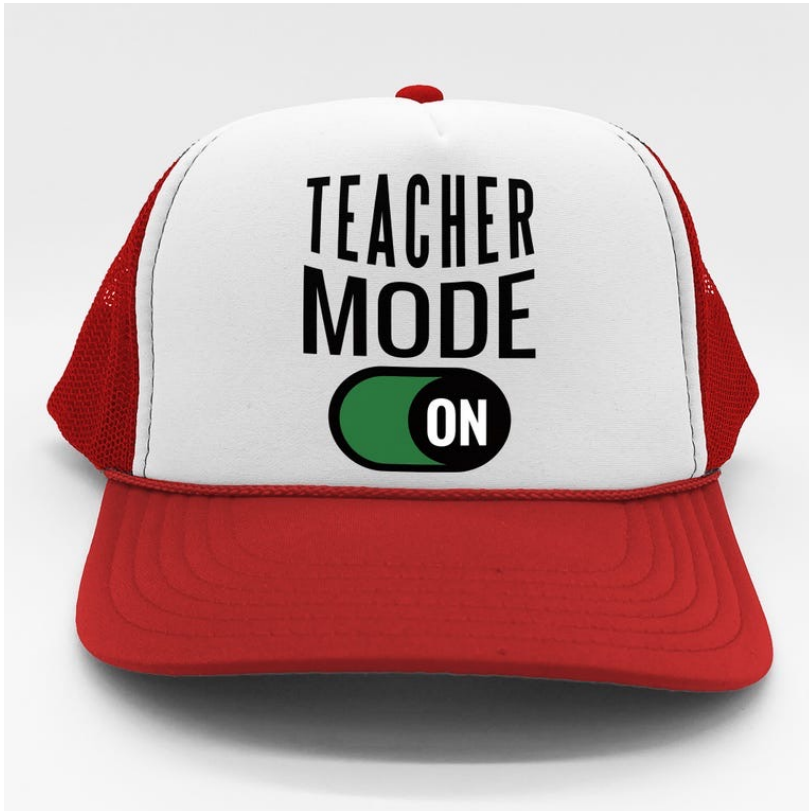
Geriatrics, Gerontology, and
Palliative Care Grand Rounds
UC San Diego School of Medicine
1 Feb 2022

Disclosures

Consultant for:

- VitalTalk
- California Health Care Foundation

Session Objectives



- Review essential elements of effective communication skills training
- Demonstrate & discuss how to incorporate the elements into short training sessions using drills



**Learner-centered
Small group
Skills practice
8+ hours**

FOREWORD BY DAN HEATH

Practice Perfect



42 Rules for Getting Better at Getting Better

DOUG LEMOV

BESTSELLING AUTHOR OF *Teach Like a Champion*

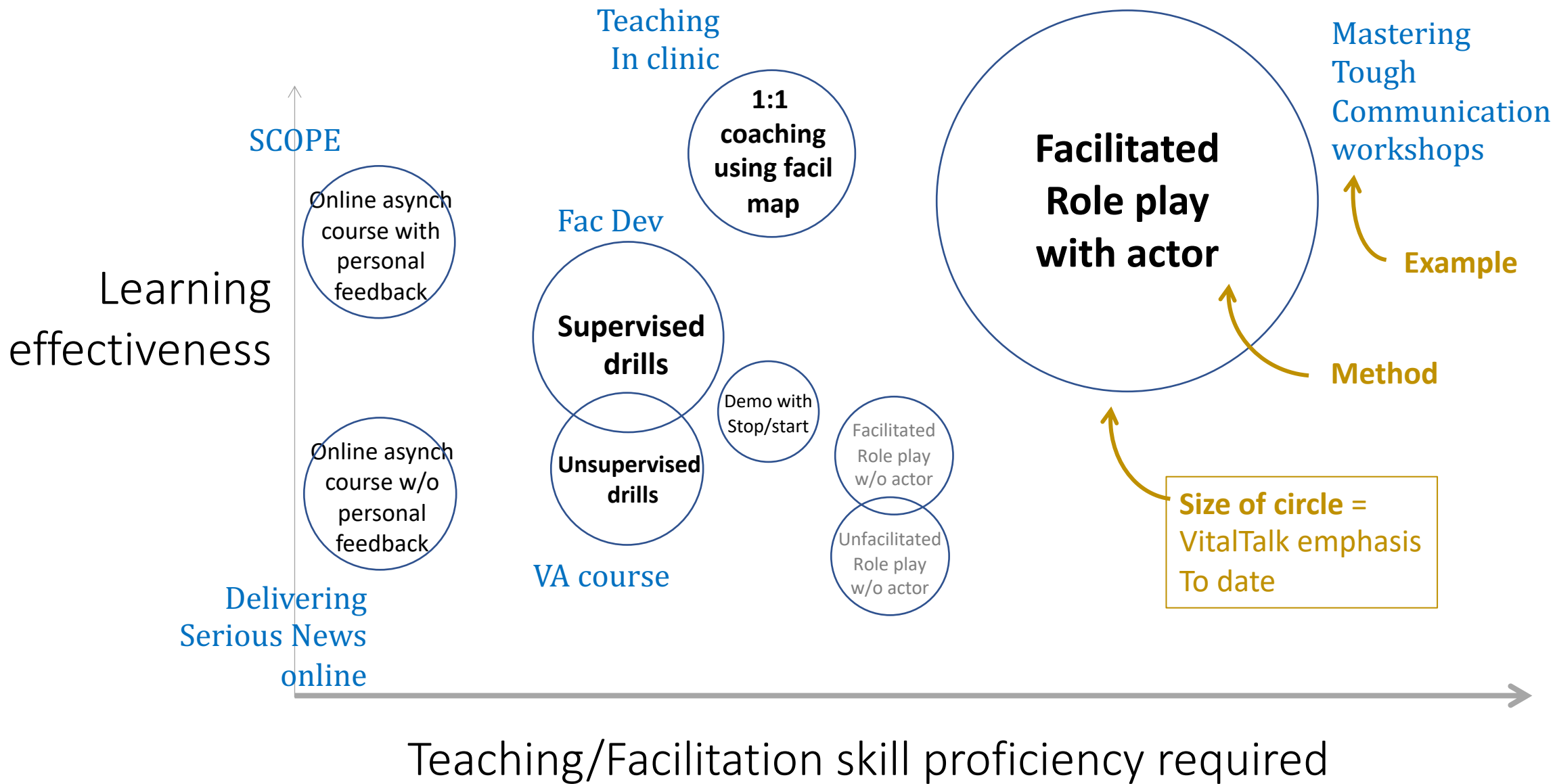
ERICA WOOLWAY

KATIE YEZZI

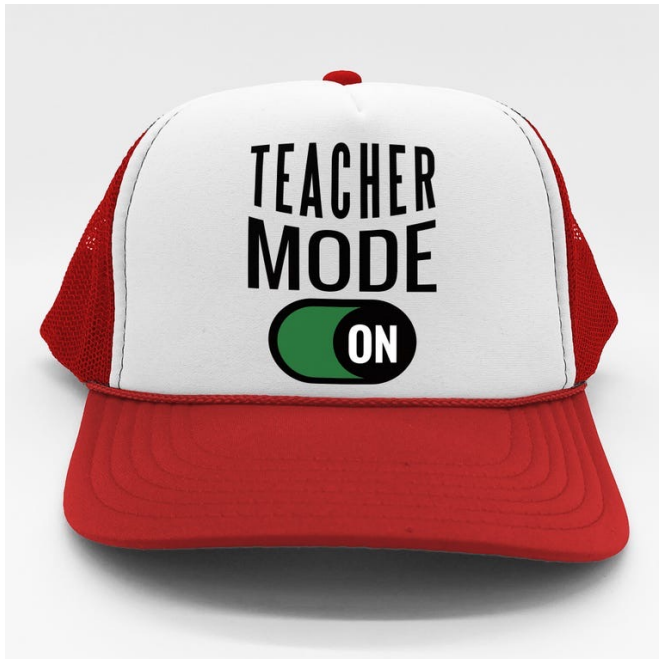
**Identify building blocks of
peak performance**

**Practice the most impactful
behaviors, perfectly**

Automate skills



Drill-Based 60-min Communication Skills Training Session



- Welcome & Icebreaker
- Elicit Challenges
- Demo & Debrief
- Drills
- Practice Plan & Resources

Delivering Serious News

ZSFG Trauma Program

29 June 2021

UCSF

University of California
San Francisco



**ZUCKERBERG
SAN FRANCISCO GENERAL**
Hospital and Trauma Center



ACS TQIP

PALLIATIVE CARE

BEST PRACTICES

GUIDELINES



BREAKING BAD NEWS

Key Messages

- Breaking bad news is a skill that can be learned and improved with training.
- Prepare for the conversation with attention to relevant information related to injuries and possible prognosis; ensure access to a safe, quiet environment without interruption.



California Health Care Foundation

Generalist Palliative Care
Mentored Implementation
Program



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

ZSFG Objective:

Implement ACS TQIP
Palliative Care Bundle into
the standard Trauma
Program workflow.

- Becca Plevin
- Heather Harris
- Moon Li
- Shannon McFarlan
- Joe Lin

Session Objectives

- Introduce, demonstrate, & practice skills for delivering serious news
- Share serious illness communication resources

GUIDE

For Discussing Serious News

GET READY

Info, people, place

UNDERSTAND

What the patient knows

INFORM

starting with a headline

DIGNIFY

emotion by responding directly

EQUIP

the patient for the next step



GUIDE

For Discussing Serious News

Demonstration:

- 85-year-old woman
- Frail and with heart and lung disease but was living independently
- s/p fall from 2nd floor balcony
- Multiple fractures + head + abdominal trauma
- Speaking with patient's son

GET READY

Info, people, place

UNDERSTAND

What the patient knows

INFORM

starting with a headline

DIGNIFY

emotion by responding directly

EQUIP

the patient for the next step

NURSE

For Responding to Emotion

NAME

“It sounds like you’re frustrated.”

UNDERSTAND

“I can’t imagine how difficult this is.”

RESPECT

“I can see you really care about your son.”

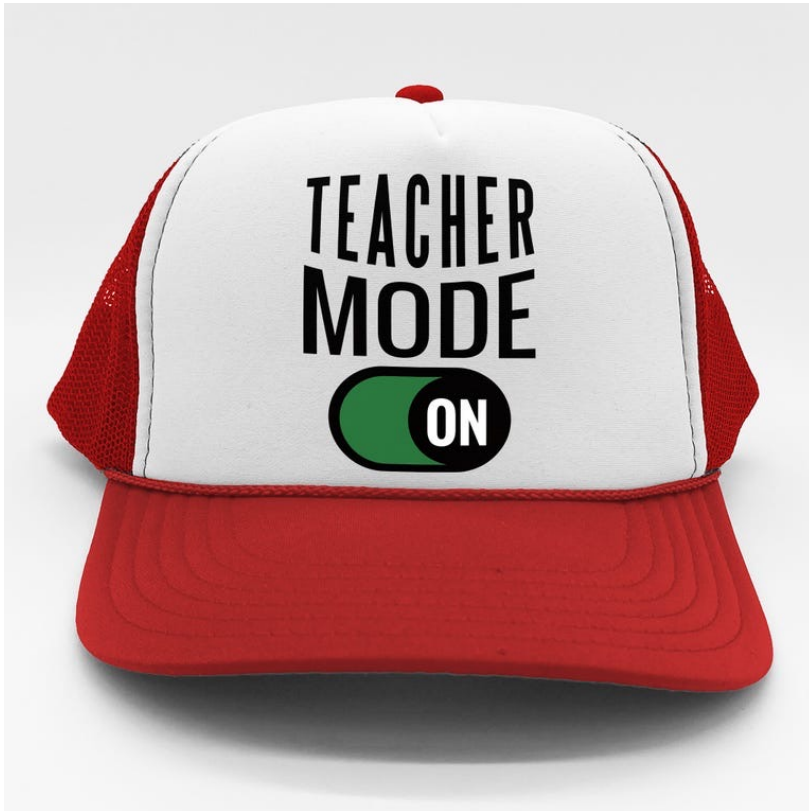
SUPPORT

“We’re in this together.”

EXPLORE

“Tell me more about what’s concerning you.”

Debrief





- What are key aspects of the **Demo & Debrief** portion of the session?
- What did you see me as the **facilitator** do that you liked?





How do we get better?

Identify building blocks of peak performance
Practice the most impactful behaviors, perfectly
Automate skills



Drill 1: Starting the update

|  Clinician |  Family |
|---|--|
| | When will he wake up? |
| We will talk about that. First, could you tell me what you've heard already? | He was in a bad motorcycle accident. He's on a machine to help him breath. He hasn't woken up yet. |
| Right. Could I add to that? | Ok. |

Drill 2: Giving new information

|  Clinician |  Family |
|--|--|
| | He was in a bad motorcycle accident. He's on a machine to help him breath. He hasn't woken up yet. |
| Right. Could I add to that? | Ok. |
| He has a serious and permanent brain injury. I worry he won't wake up or be able to eat and breath on his own. | How can you know that? He's only been here a few days?! |

Drill 3: When your family or patient is upset

|  Clinician |  Patient |
|--|--|
| He has a serious and permanent brain injury. I worry he won't wake up or be able to eat and breath on his own. | How can you know that? He's only been here a few days?! |
| I can't imagine how scary this is. | It's inconceivable. He's only 20. |
| You love your son so much. | You have no idea. |
| We'll take this step by step, together. | Ok. So, what do we do now? |



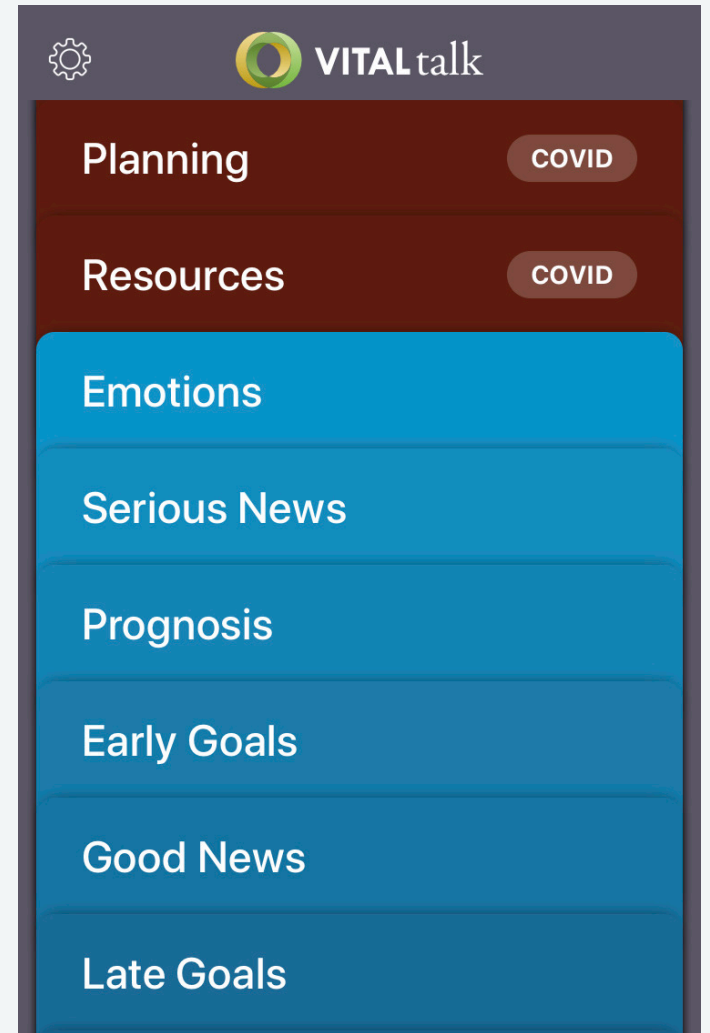
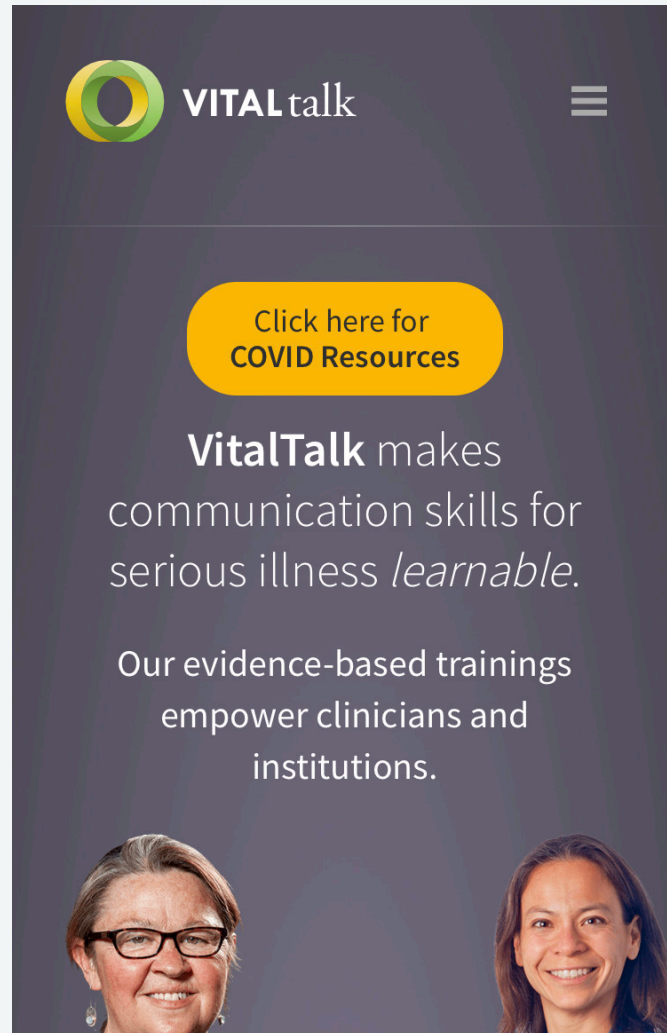
Free Resources

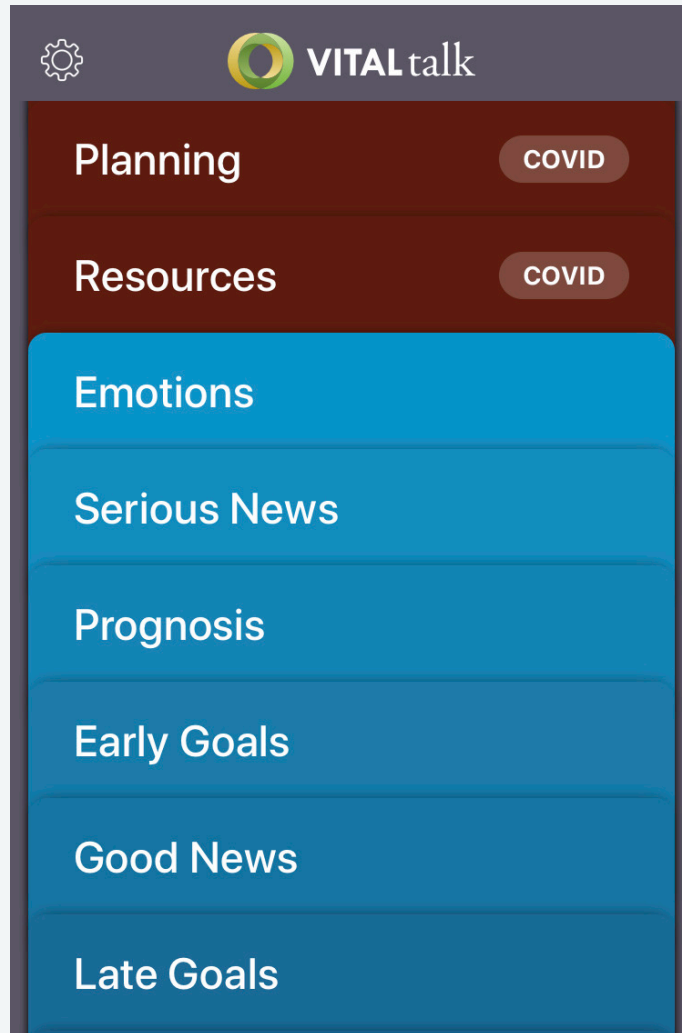
VitalTalk.org

- Quick guides
- Videos
- Blog
- COVID-Resources
- Newsletter

VitalTalkTips App

- Apple App Store
- Google Play Store





REMAP Late Goals of Care

REFRAME
the situation

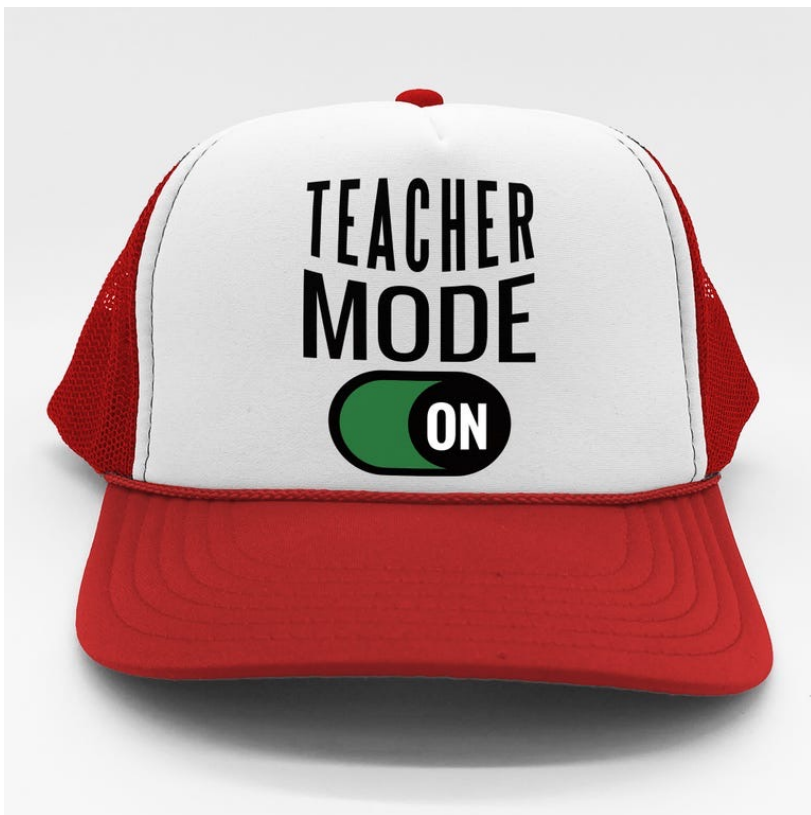
EXPECT EMOTION
respond with empathy

MAP OUT
big picture goals & values

ALIGN
show you heard them

PLAN
treatments that align with goals & values

Debrief



- What are key aspects of the **Drill** portion of the session?
- What did you see me as the **facilitator** do that you liked?



Health

Benefits

Burials & Memorials

About VA

Resources

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Locations

Contact Us

VA » Health Care » National Center for Ethics in Health Care » Goals of Care Conversations Training for Physicians, Advance Practice Nurses, & Physician Assistants

National Center for Ethics in Health Care

▶ National Center for Ethics in Health Care

▶ More Health Care

QUICK LINKS

Hospital Locator

Zip Code

Health Programs

Protect Your Health

Goals of Care Conversations Training for Physicians, Advance Practice Nurses, & Physician Assistants



This training program consists of flexible, interactive modules to help practitioners improve their skills in delivering serious news and discussing goals of care and life-sustaining treatment decisions with seriously ill patients. It is intended for practitioners who care for patients with serious illness in outpatient, inpatient, long-term care, and home care settings.

National Center for Ethics in Health Care. Goals of Care Conversations Training.

<https://www.ethics.va.gov/goalsofcaretraining/Practitioner.asp>



MOBILE DISCUSSING CLINICAL STATUS

MOBILE GOALS OF CARE

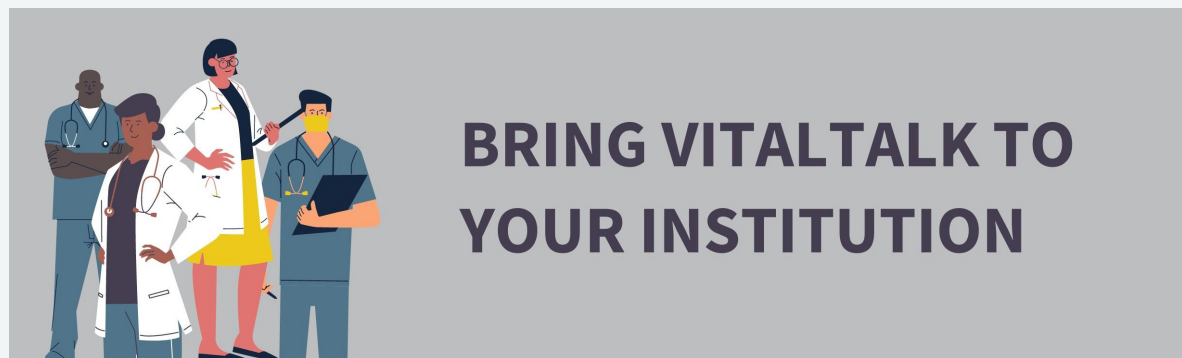
MOBILE ADVANCE CARE PLANNING

ONLINE DELIVERING SERIOUS NEWS

VIRTUAL MASTERING TOUGH CONVERSATIONS

VIRTUAL FACULTY DEVELOPMENT

Register@ vitaltalk.org/courses/



Contact: info@vitaltalk.org



Academy of
Communication
in Healthcare

Better Communication. Better Relationships. Better Care.

About ACH

DEI Commitment

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A photograph of a hospital room with large windows. A nurse in a light blue uniform is standing by a table, a doctor in a white lab coat is holding a tablet and talking to a patient in a hospital bed, and another person is partially visible in the foreground. The scene is brightly lit with natural light from the windows.

<https://achonline.org/>

<https://achonline.org/>



Thank you!

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