Let's Talk

Please complete the pre-survey for our group, "Supporting the Mother's Mind."

Thank you.
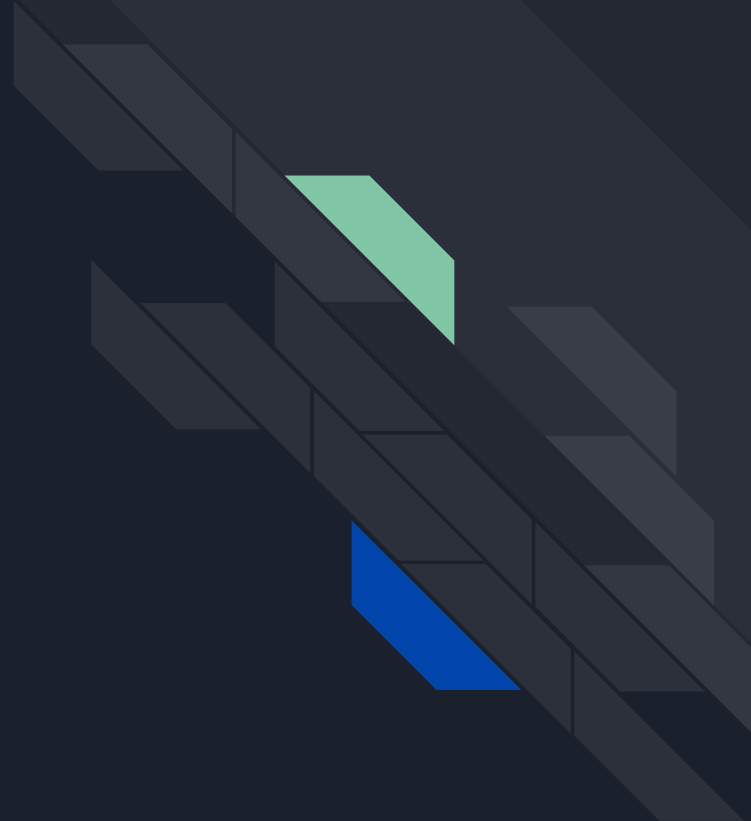
Learning Objectives

1. Develop an understanding of effective communication methods
2. Explain the importance of furthering communication education
3. Value effective dialogue

Case Study (pt. 1)

You are working in Same Day Surgery. Your first patient of the day is Winston Speaks, a 24 year old male scheduled for an orthopedic procedure on his left hip. After obtaining his vital signs and completing the required screening questions you are responsible for administering 2 pre-op medications ordered by the orthopedic surgeon. Lyrica, 150 mg, and Celebrex, 100 mg. As you are about to scan Winston's bracelet before administering the medications, a physician from the pain team briefly stops in and advises you to hold the Lyrica due to the patient experiencing suicidal ideation after a previous dose of the drug.

Case Study (pt. 2)

Returning to the med room to waste the opened medication, you inform the RN witnessing the waste that the MD is canceling the Celebrex and you both scan your badges. Before returning to administer Winston's Lyrica, you call the prescribing orthopedic surgeon and ask for the Celebrex to be DC'd, as the patient has an adverse reaction to it. Thanking you for the update, the surgeon promptly cancels the order and Winston receives the Lyrica.

Case Study (pt. 3)

20 minutes later as you are walking past the nurse's station the pain team physician approaches you looking enraged and asks why Winston received the Lyrica when she specifically asked you not to administer it.

You administered the **wrong drug**.

A medication error has occurred.

What Went Wrong?

1. You did not verify with the pain team MD which drug was to be canceled and since she wasn't the one putting in the order, the MAR could not catch the error.
2. You did not Write down/Read back the order.
3. The provider asking for the med to be held was not the one who cancelled the order.

A Communication Breakdown Occurred

Communication Defined:

The **complex, multidimensional, dynamic** and **flexible** *transfer* of **information & knowledge**; an essentially **relational & interactive** *process* **to form** a shared or common **understanding** between people.

(Gimenez-Espert & Prado-Gasco, 2018; Kanerva et al., 2015; Manojlovich et al., 2015; Valladares Broca & Ferreira, 2018; Vertino, 2014)

Can Communication Between Nurses Be Ineffective?

❖ Ineffective transfer of information

❖ Dysfunctional communication culture

❖ One-way exchange

(Kanerva et al., 2015; Manojlovich et al., 2015; Streeter & Harrington, 2017)

Can Communication Between Nurses Be Effective?

- ❖ Fluent information transfer

- ❖ Open communication culture

- ❖ Being active

(Kanerva et al., 2015; Manojlovich et al., 2015; Streeter & Harrington, 2017)

Methods of Communication:
Focus on the Dialogue

Something "more than speech."

(Valladares Broca & Ferreira, 2018)

"The main element of the consolidation of the communication process..."
"A structuring element of human interaction."

Effective dialogue is guided by interpersonal strengths
Establishing trust & respect
Conveying sincerity, honesty, warmth, concern

Positive attitudes toward communication are impacted by:
Empathy- taking in other's perspectives
Emotional intelligence- clarifying emotions
Cognitive aspects- beliefs and perceptions about communication

(Gimenez-Espert & Prado-Gasco, 2018; Streeter & Harrington, 2017; Valladares Broca & Ferreira, 2018)

Methods of Communication:
Tools

TeamSTEPPS, a teamwork training system designed to provide higher quality, safer patient care by improving competencies such as communication

Consisting of:
- A pre-training assessment for site readiness
- Training for onsite trainers and healthcare staff
- Implementation and sustainment of methods learned

After 1 year, site showed **significant increases** in:
- Patient satisfaction
- Increased communication behaviors r/t TeamSTEPPS

Participants described:
- Improved communication
- Diminished hierarchy

(Dodge et al., 2018)

On the Job Training & Observation

❖ Nursing school lacks formal education on hand-off communication
  ➢ Skills are acquired through observation and on-the-job training
❖ "It has been noted that [communication] is often assumed, and training and evaluation in this area have been lacking"
❖ No standardized handoff has been implemented despite evidence proving susceptibility to miscommunication
❖ Khodadadi et al (2013) provides evidence that observational learning is not sufficient and training in communication leads to skill acquisition as well as improved patient outcomes

The Importance of Communication Education

- ❖ In a palliative care setting; nurses reported feeling more confident in their interactions when educated on a streamlined form of communication for their practice.
  - ➢ The COMFORT model was used to train nurses in end-of-life (EOL) communication
- ❖ Patient-family satisfaction increased when nurses were trained in EOL communication
  - ➢ Responses showed that the patient-family felt that nurses were honest, respectful and mindful of the sensitive situation
- ❖ The study was able to show how communication education can enhance not only the experience for the nurse but for patients and family as well.

(Fuoto, Turner, 2019)

Do You Value Effective Dialogue?

1. **Who** do you communicate with during your work day?

1. Does communication affect the **dynamic with your co-workers?**

1. Why do some conversations have a **lasting impact** while others are forgotten within minutes?

Patterns of Communication

In the literature two paradigms exist

- *Transactional Communication*: a process responsible for **information exchange**, accomplished through an agreed upon, standardized set of **symbols**
- *Transformational Communication*: a process responsible for **causing change**; requires establishing, testing, and maintaining **relationships** between communicators

(Manojlovich et al., 2015)

"Implementation is to facilitate the uptake of evidence." (Manojlovich et al., 2015)

Evidence from a trusted source such as the CDC

vs

Concerns from a patient's overly anxious spouse

Dialogue exists within a certain social context and environment
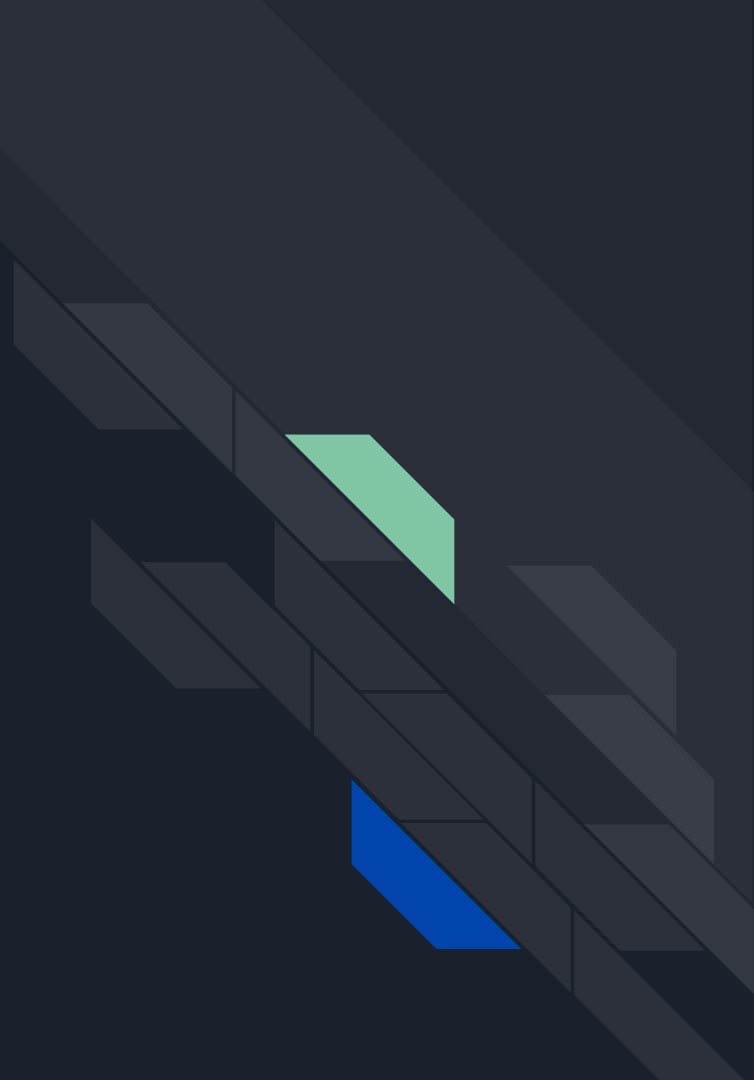
Poor team communication has been cited as the number one cause of unnecessary patient deaths related to medical error since the 1990s.

(Vertino, 2014)

We want to know if our communication has been effective, please take a few moments to complete our post-survey.

Thank you.

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