



iSimCentre
— interprofessional simulation centre —

Challenging Conversations

For Clinicians

An interprofessional simulation program

rodney.peadon@ncahs.health.nsw.gov.au

0438 088 216

Rod Peadon

Natasha Alexander

Acknowledgements & History

This project was made possible by funding made available by



Course materials developed from





What led to this?

Silence Kills

The Seven Crucial Conversations in Healthcare

Fewer than 10 percent of physicians, nurses, and other clinical staff directly confront their colleagues about their concerns 2005



David Maxfield, Joseph Grenny, Ron McMillan, Kerry Patterson, and Al Switzler

Course Aims

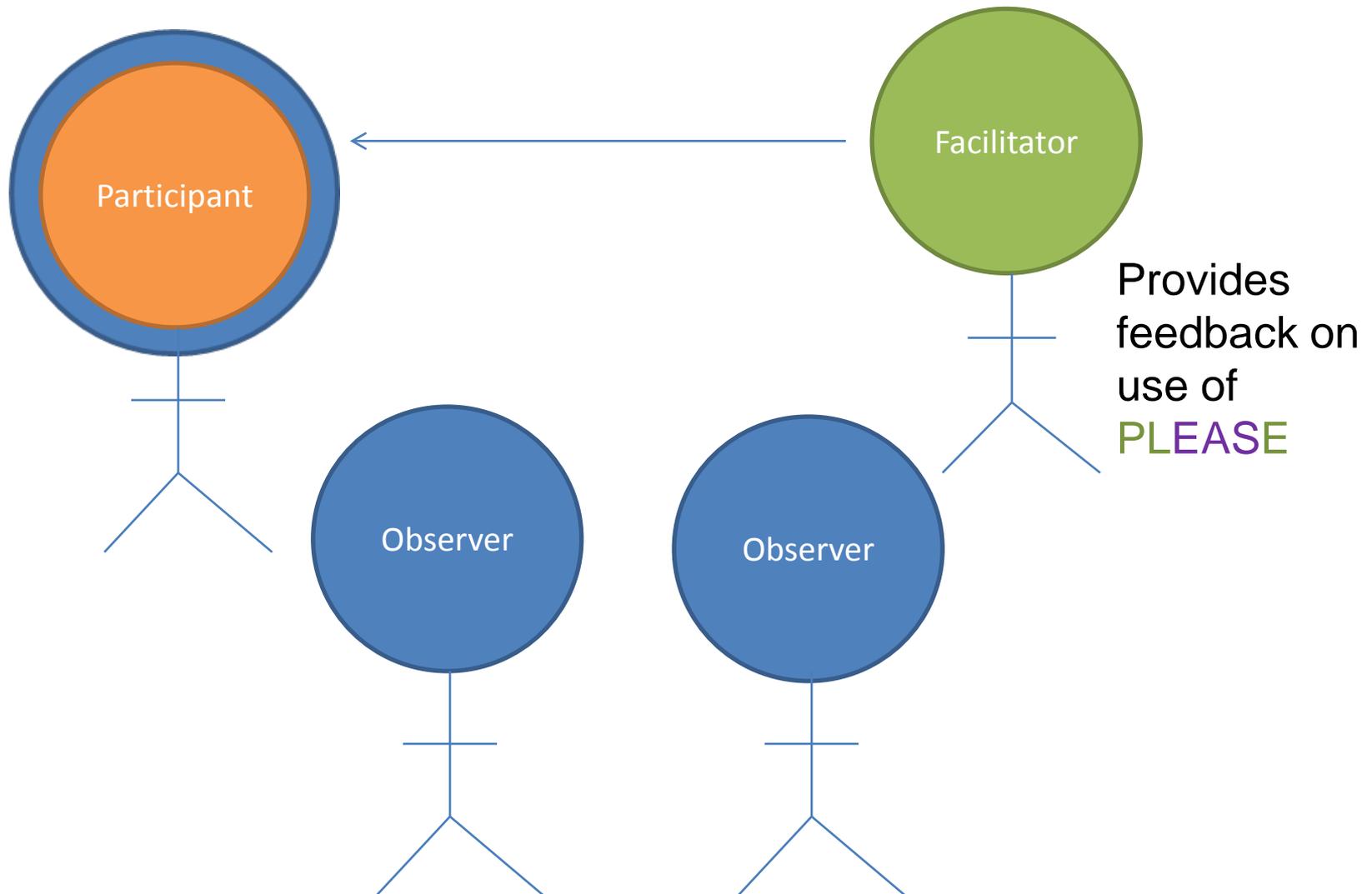
To develop clinician's confidence and efficiency in conducting challenging conversations

Specific objectives

- Through simulation, you develop and practice challenging conversation techniques and skills when:
 - **Setting realistic patient expectations and establishing a rapport**
 - **Delivering the open disclosure conversation- when you have made a mistake**
 - **Speaking up when you witness a mistake or error**
 - **Speaking up when someone is not a team player**

Phase	Sub-Phase	Specific Steps
P Plan	Prepare and plan	<p>Consider the structure of the conversation and plan its direction <u>prior</u> to commencement.</p> <p>Structure conversation: Engage- Analyse- Summarise</p> <ul style="list-style-type: none"> • What led to this conversation? • What will be covered? • What are your preferred outcomes? • Gather and prepare evidence
L Listen	Listen actively	<p>A conversation is a 2-way process.</p> <p>Active listening demonstrates :</p> <ul style="list-style-type: none"> • Empathy and your presence in the conversation
E Engage	Open, empathise and preview	<p>Validate student's emotional or cognitive state.</p> <ul style="list-style-type: none"> • Demonstrate respect, reassure, emphasise safety, fairness & confidentiality • Use language and non-verbal skills effectively <p>Identify:</p> <ul style="list-style-type: none"> • the issues/performance gaps and their impacts, using openness and declaring the issue transparently
A Analyse	Acknowledge, analyse and reflect	<p>Enable:</p> <ul style="list-style-type: none"> • using 'Observation/Feedback' to guide the person to reflect on their underlying knowledge, perceptions and assumptions to a higher level of understanding <p>Empower:</p> <ul style="list-style-type: none"> • through reflective questioning to change behaviour, perform well and/or to be resilient <p>Motivate:</p> <ul style="list-style-type: none"> • to enable change
S Summarise	Summarise outcomes and close	<p>Address:</p> <ul style="list-style-type: none"> • any outstanding issues <p>Summarise:</p> <ul style="list-style-type: none"> • decisions and plans • state key take home messages <p>Plan:</p> <ul style="list-style-type: none"> • for the next meeting or follow-up
E Evaluate	Self-evaluation	<p>Self-reflection and evaluation:</p> <ul style="list-style-type: none"> • How do I feel? • How did the conversation go? • What went well? • What can I improve for next time?

Delivery Model

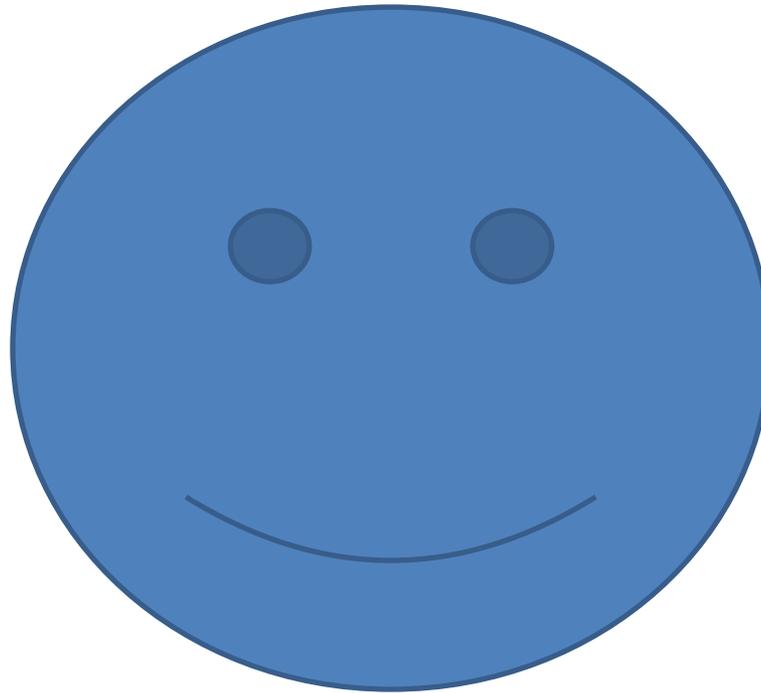


Open Disclosure

Form break out groups



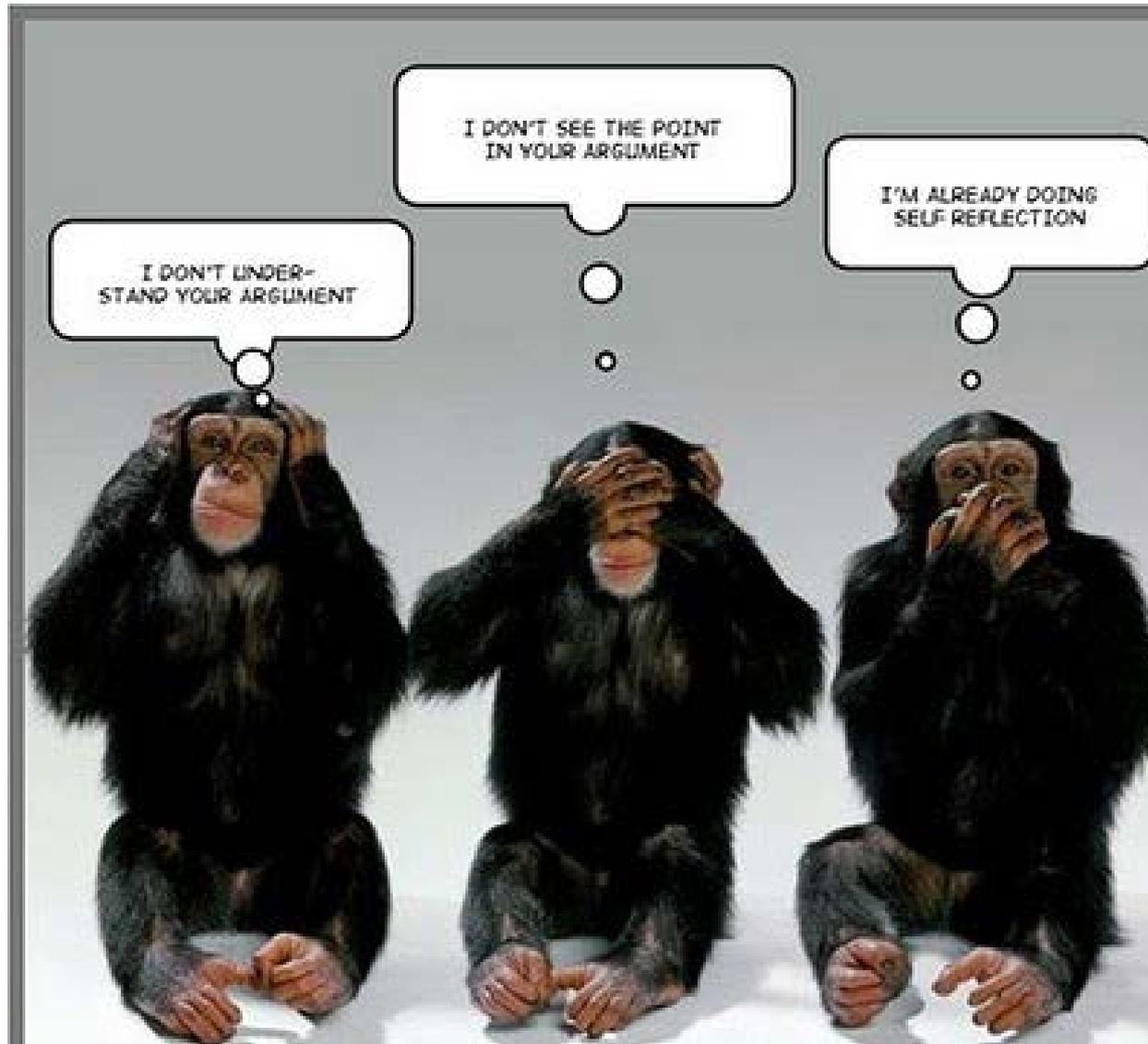
Trigger video



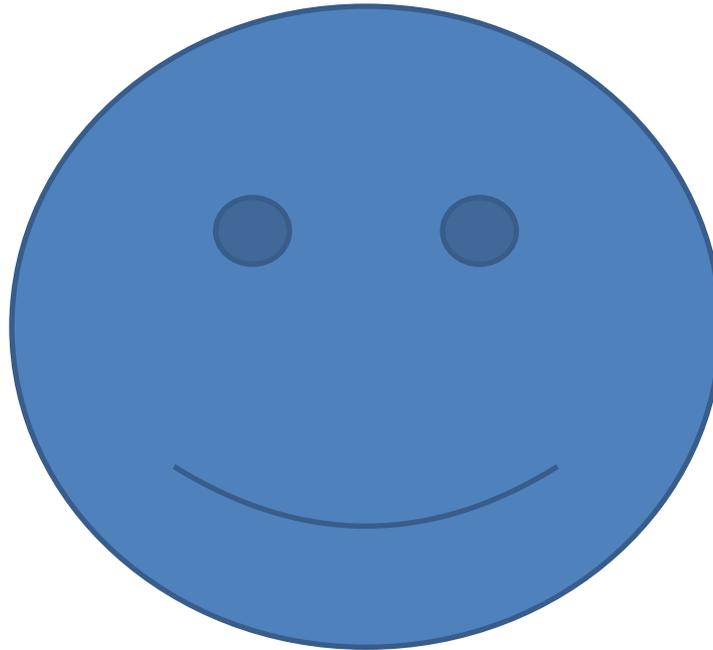
Open Disclosure

E Engage	Open, empathise and preview 	Validate clinician's emotional or cognitive state. <ul style="list-style-type: none"> • Demonstrate respect, reassure, emphasise safety, fairness & confidentiality • Use language and non-verbal skills effectively Preview: <ul style="list-style-type: none"> • the issues/performance gaps and their impacts, using openness and declaring the issue transparently
A Analyse	Acknowledge, analyse and reflect	Enable: <ul style="list-style-type: none"> • using 'Observation/Feedback' to guide the person to reflect on their underlying knowledge, perceptions and assumptions to a higher level of understanding Empower: <ul style="list-style-type: none"> • through reflective questioning to change behaviour, perform well and/or to be resilient Motivate: <ul style="list-style-type: none"> • to enable change
S Summarise	Summarise outcomes and close	Address: <ul style="list-style-type: none"> • any outstanding issues Summarise: <ul style="list-style-type: none"> • decisions and plans • state key take home messages Plan: <ul style="list-style-type: none"> • for the next meeting or follow-up

Poor Teamwork



Trigger Video

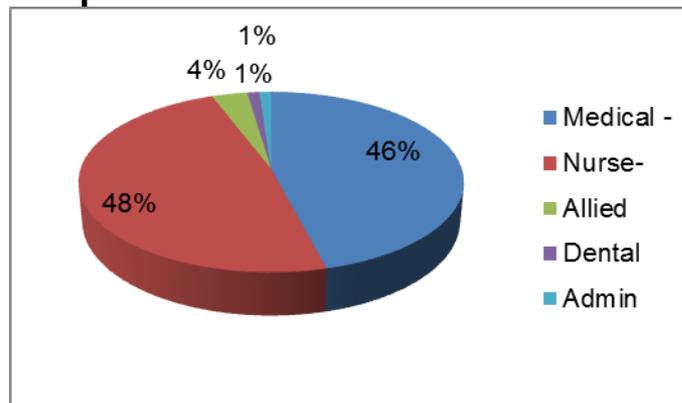


Poor Teamwork

<p>E Engage</p>	<p>Open, empathise and preview</p> 	<p>Validate clinician's emotional or cognitive state.</p> <ul style="list-style-type: none"> • Demonstrate respect, reassure, emphasise safety, fairness & confidentiality • Use language and non-verbal skills effectively <p>Preview:</p> <ul style="list-style-type: none"> • the issues/performance gaps and their impacts, using openness and declaring the issue transparently
<p>A Analyse</p>	<p>Acknowledge, analyse and reflect</p>	<p>Enable:</p> <ul style="list-style-type: none"> • using 'Observation/Feedback' to guide the person to reflect on their underlying knowledge, perceptions and assumptions to a higher level of understanding <p>Empower:</p> <ul style="list-style-type: none"> • through reflective questioning to change behaviour, perform well and/or to be resilient <p>Motivate:</p> <ul style="list-style-type: none"> • to enable change
<p>S Summarise</p>	<p>Summarise outcomes and close</p>	<p>Address:</p> <ul style="list-style-type: none"> • any outstanding issues <p>Summarise:</p> <ul style="list-style-type: none"> • decisions and plans • state key take home messages <p>Plan:</p> <ul style="list-style-type: none"> • for the next meeting or follow-up

Results

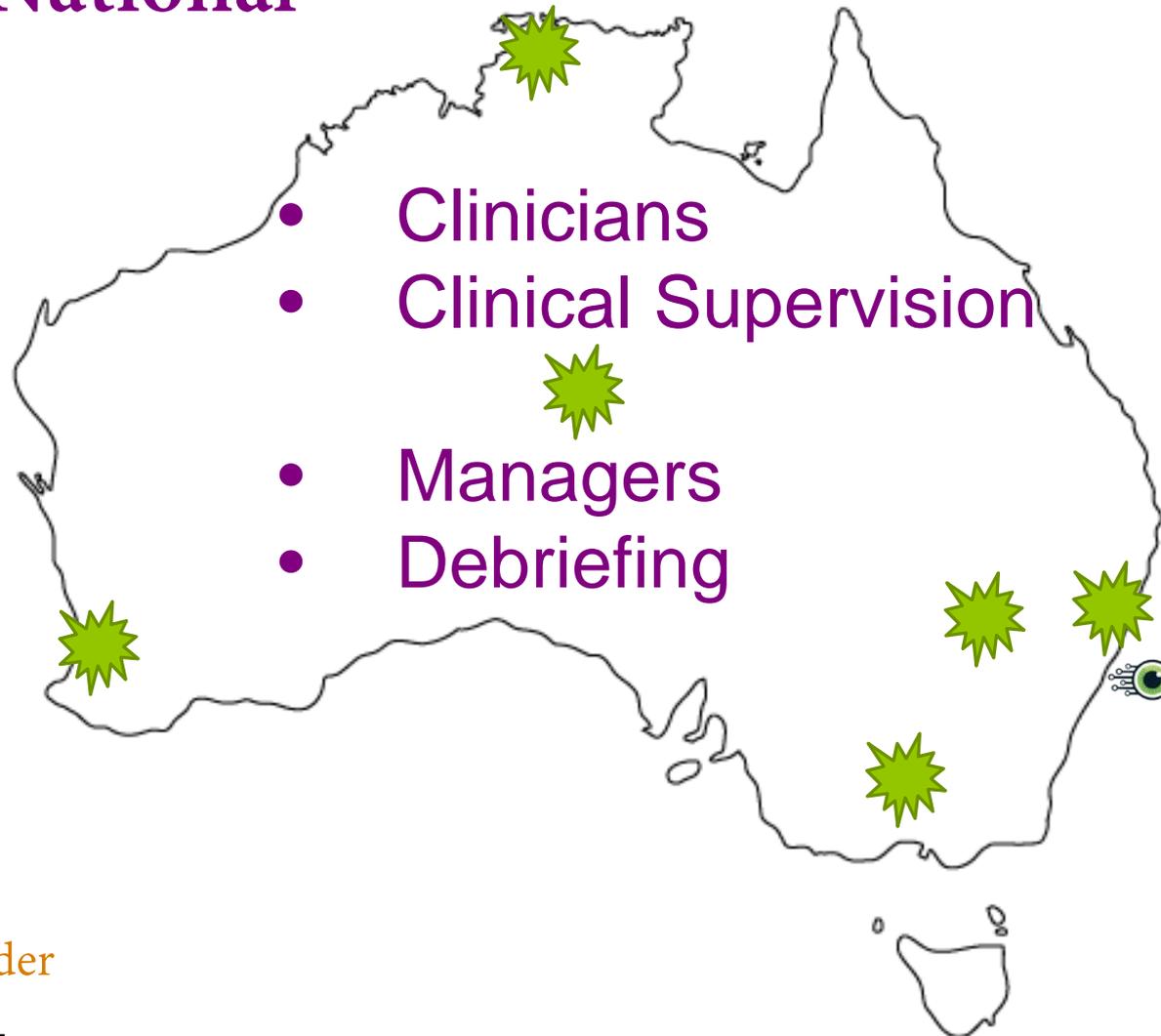
- Of the 7 courses run, there were 87 participants, 28 of which were students.
- **I now feel confident to conduct a challenging conversation with a colleague about:**
 - Setting realistic patient expectations: 33 people agreed; 18 strongly agreed
 - Open disclosure: 41 people agreed; 35 strongly agreed
 - Witnessing a mistake: 37 people agreed; 34 strongly agreed
 - Not a team player: 35 people agreed; 36 strongly agreed.
- Percentage of participants from various Health Professions



Quotes from participants:

- " I have been introduced to strategies that will enable me to engage in conversations I have avoided"
- "I found this course challenging and confidence boosting, worth the participation"
- "Gave me new knowledge & insight on how to have a challenging conversation, excellent simulations."
- "I learnt the importance of addressing things early, being open, confidence in having difficult conversations"
- "20 years too late"
- "Skills that are relevant to a student and future RN."

The PLEASE Conversation Goes National



- Clinicians
- Clinical Supervision
- Managers
- Debriefing



Contact details:

rodney.peadon@ncahs.health.nsw.gov.au

(02) 6656 7167
0438 088 216

Rod Peadon
Natasha Alexander

