

## Challenging Conversations for Clinicians

**Rodney Peadon, Natasha Alexander, Jessica Doland**

Mid North Coast Local Health District

According to the Silence Kills study, every day many health care clinicians work next to colleagues and see them cut corners, make mistakes, demonstrate unacceptable behaviour or serious incompetence, however, less than one in ten of these clinicians have fully discussed their concerns with their co-workers, even though they may be standing right next to them. Avoiding these crucial conversations endorses sub-standard work practices and can severely compromise patient safety and care.

The Challenging Conversations for Clinicians program is an interdisciplinary course focusing on teaching and developing communication skills directly related to challenging conversations faced by clinicians. This course was developed through funding from RHCE stream 2 grants and utilises simulation based learning centred around PLEASE© Conversation Framework. The PLEASE© Conversation Framework is a foundation from which a conversation is built on. It enables the individual to prepare for the conversation, understand the other person's behaviours, empower reflection on feedback and coach to take responsibility. Video based trigger scenarios are used to contextualise the conversation, then individuals are given the opportunity to practice the PLEASE© framework by delivering four challenging conversations throughout the day. Expert simulation facilitator's then provide structured observational feedback using simulation debriefing techniques. This provides the opportunity for the participant to experience four challenging conversations with the facilitator delivering four different personas and then receiving one on one direct feedback to enhance their learning opportunity

The Challenging Conversations for Clinicians is a new tool for their toolbox and is about empowering individuals to speak up and confidently address concerns with co-workers. The aim of this program is to influence cultural change to improve patient safety and quality of care, reduce clinical errors and promote a cohesive work environment.