Palliative Care Education Snap Sessions
Darling Downs – South Burnett
Cairns & Hinterland – Atherton Tableland
South West HHS

First session: Tuesday 28th June 2016
Last session: Tuesday 30th August 2016
14.30 – 14.50 hours each week
Handouts and readings link

Link for presentation handouts and readings:

Housekeeping

- Pre-workshop survey?
- Have all attendees signed the attendance sheet?
- Please mute your microphone
- Questions will be taken at the end of the session
- Please let me know if you can not see the presentation

email for survey link: kym.griffin@health.qld.gov.au
Palliative Care Education Snap Sessions
Darling Downs – South Burnett
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Dealing with Difficult Conversations in Palliative Care
with thanks to Claire Kelly and Melissa Donovan

Tuesday 9th August 2016
14.30 – 14.50 hours
Fundamentals

• Honesty
• Compassion – make a connection
• Trust
• Openness
• Professional
• Non-avoidance
What is communication?

Elements of effective communication:
• honest and open
• awareness of self - being present
• use of simple language - no jargon!
• being respectful
• LISTEN

Elements of poor communication:
• hurried
• using only closed questions
• using jargon and complex language
• glossing over difficult issues
• not fully engaged in the process
Golden Rules of Good Listening, according to Sue Brayne (suebrayne.co.uk)

• Be respectful, listen with compassion
• Be honest
• Remain aware of your own body language. Use eye contact, be alert and attentive
Golden Rules of Good Listening, according to Sue Brayne (suebrayne.co.uk)

- Remain aware of THEIR own body language. Is their body saying something their words are not?
- Try to put your own thoughts and issues aside
- Allow emotion
- Don't fill the silences!
Communication Skills

Some Basic Communication Skills

• Listening
• Summarising
• Paraphrasing
• Empathy
• Questioning
• Feedback
Communication Skills

Some Basic Communication Skills

Listening:

- Active listening is done in a way that enables the client’s message to be heard and acknowledged
- It is an **active** skill requiring great concentration

Communication Skills

Some Basic Communication Skills

Paraphrasing:

- Saying back to the client your understanding of what you have heard
- It also demonstrates that you have been listening
- Allows the client to correct any inaccuracies or misunderstanding

Communication Skills

Some Basic Communication Skills

Summarising:

- Stopping at intervals during and at the end of a conversation to summarise what has been said (or what you have heard)
- Requires concentration
- Demonstrates to the client that you have been listening

Communication Skills

Some Basic Communication Skills

Empathy:

- Has been described as ‘walking in another’s shoes’
- Attempts to recognise how another is feeling
- Shows to the other we are trying to get a sense of how it feels for them

Listening

Good listening is vital to quality communication. Listening is a learned skill. It is an active and complex process that aims at understanding. It involves picking up on cues, giving feedback and empathy.

Communication Skills

Some Basic Communication Skills

Listening:

- S: Sit Squarely
- O: Open posture
- L: Lean towards the client
- E: Eye contact
- R: Relax
Communication Skills

Some Basic Communication Skills

Use an empathic, patient-centred style:

- use eye contact if culturally appropriate
- use appropriate body language e.g. open posture
- sit close to the client
- use active listening such as nodding, making noises of agreement or encouragement to indicate understanding

Communication Skills

Some Basic Communication Skills

Use an empathic, patient-centred style (cont.):

- reflect empathically
- show compassion by using a warm, caring, respectful manner
- use open ended questions about how the client is, before discussing prognosis and palliative care or end-of-life issues

Communication Skills

Clarify the client’s understanding
Establish the client’s understanding of the situation

- helps ensure the client understands their diagnosis
- allows you to identify areas that might need clarifying for the client
- clients/patients tend to forget 40-50% of information given them by health professionals

Communication Skills

Communicating bad news

- Prepare for the discussion
- Relate to the person
- Elicit patient and caregiver preferences
- Provide information
- Acknowledge emotions and concerns
- Realistic hope
- Encourage questions
- Document

Communication Skills

Information Needs

- most clients in Western countries have high information needs regarding prognosis and life expectancy
- however a sizeable minority do not want full disclosure

Communication Skills

Information Needs

- clients may want information about the likely illness path, treatment options, life expectancy, likely future symptoms, and what to expect around time of death

- however clients may experience conflict between wanting to know and fearing bad news

Challenges Given the Unique Context of End-of-Life Care

- Fear of our own mortality
- In society, general avoidance of discussion about death and dying
- Lack of experience with death and dying
- Fear of expressing emotions
- Fear of being blamed

Challenges Given the Unique Context of End-of-Life Care

- Fear of not knowing the answers to a person’s questions OR whether to be honest when answering questions
- Disagreement with a decision made by a patient/family
- Lack of knowledge/understanding of patient's culture
- Lack of knowledge or understanding of patient's end of life goals
- Unresolved personal grief

Handouts and readings link

Link for presentation handouts and readings:

Difficult Conversations #2

Next week . . .