

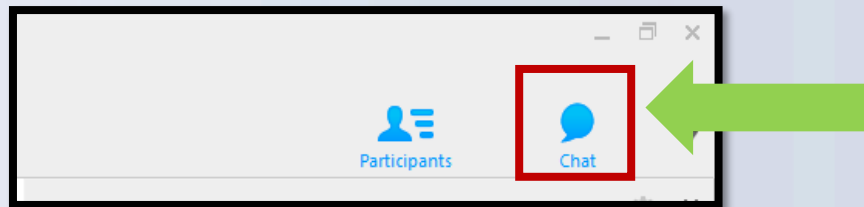


Patient Experience of Care Learning and Action Network (LAN) Event

June 27, 2018

Housekeeping

- All lines are muted to help with reducing background sounds.
- Use Chat—Send to “All Panelists.”



- Today’s call is being recorded.
- Meeting materials will be made available within 10 business days.



Welcome

Learning and Action Networks (LANs) bring people together around a shared idea, opportunity, or challenge to offer and request information and experiences to improve the identified topic of discussion.

As a participant in today's LAN activity we encourage you to:

- Engage in the chat box. Share your approaches and experiences related to the information being shared and ask questions.
- Apply the information and knowledge being shared to your own facilities and practices to help improve relationship-centered communication.



Questions to run on...

- What am I hearing in today's presentation that I am able to change in my patient interactions and how will it benefit patients?
- What is one aspect of relationship-centered communication that is working well at my facility and how can I get more of that?

CE Credit Process: Certificate



Patient Experience of Care (PEOC) Learning and Action Network (LAN) Call - June 27, 2018

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Submit Feedback

Relationship-Centered Communication

Laura Cooley, PhD

Academy of Communication in Healthcare

Session Overview

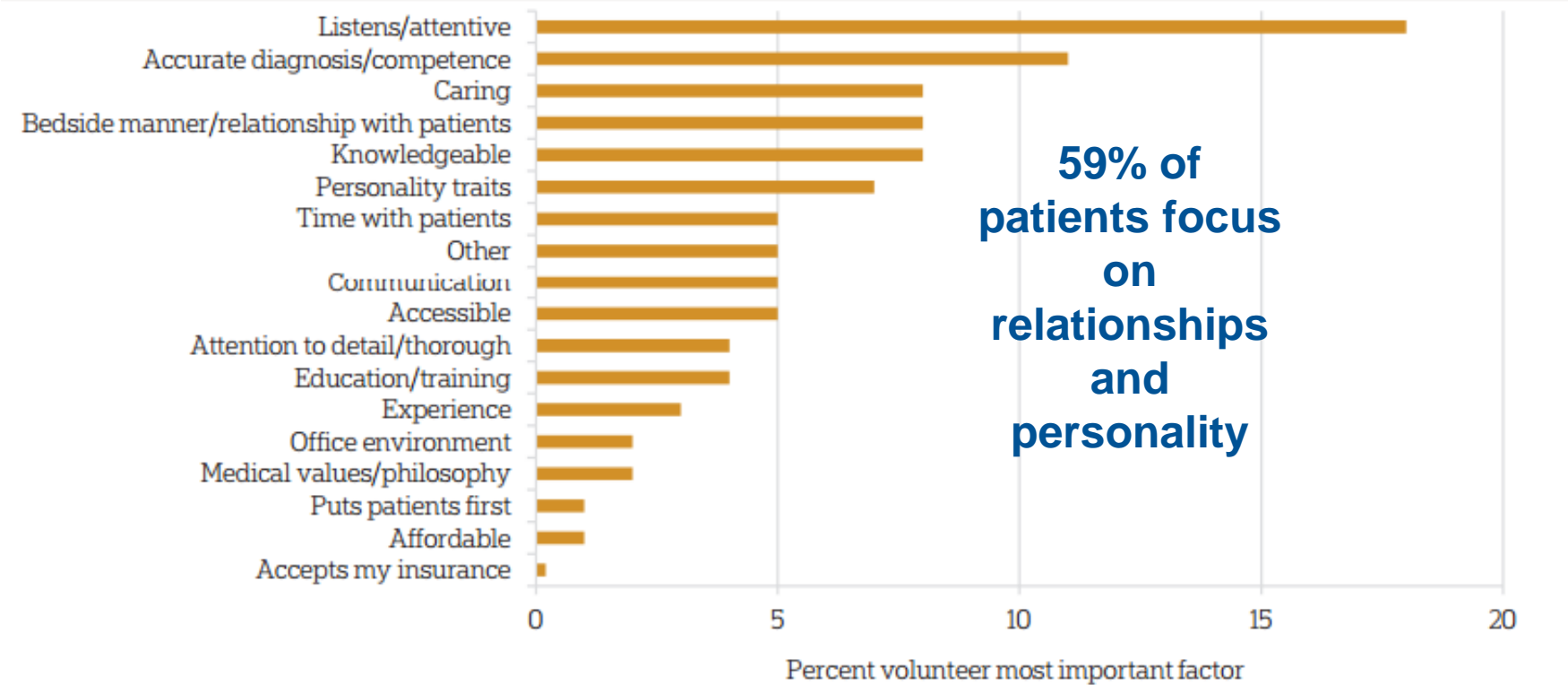
- Relationship-Centered Care (RCC)
- Patient Engagement & ESRD
- **ART** of Relationship-Centered Communication



Chat: What words do patients list when describing a high-quality provider?



What words do patients list when describing a high-quality provider?



Finding Quality Doctors: How Americans Evaluate Provider Quality in the United States. The Associated Press-NORC Center for Public Affairs Research. July 2014. © Copyright 2014. The Associated Press and NORC
<http://www.apnorc.org/PDFs/Finding%20Quality%20Doctors/Finding%20Quality%20Doctors%20Research%20Highlights.pdf>

Relationship-Centered Care

- Reciprocal influence
- Genuineness in relationships
- Affect and emotion are important aspects of relationships



Beach et al, JGIM 2006

Better Health Outcomes for Patients



- Diabetes
- Blood Pressure
- Pain management
- Adherence to treatment plans
- Satisfaction with care experiences

Young et al, J Ambul Care Manage 2016; Nafradi et al, Chronic Illn. 2017; Biglu et al, Materia Sociomed 2017; Dwamena et al, Cochrane Database Syst Rev 2012; White et al, Patient Educ Couns 2015; Kennedy et al, Pat Experience J 2014

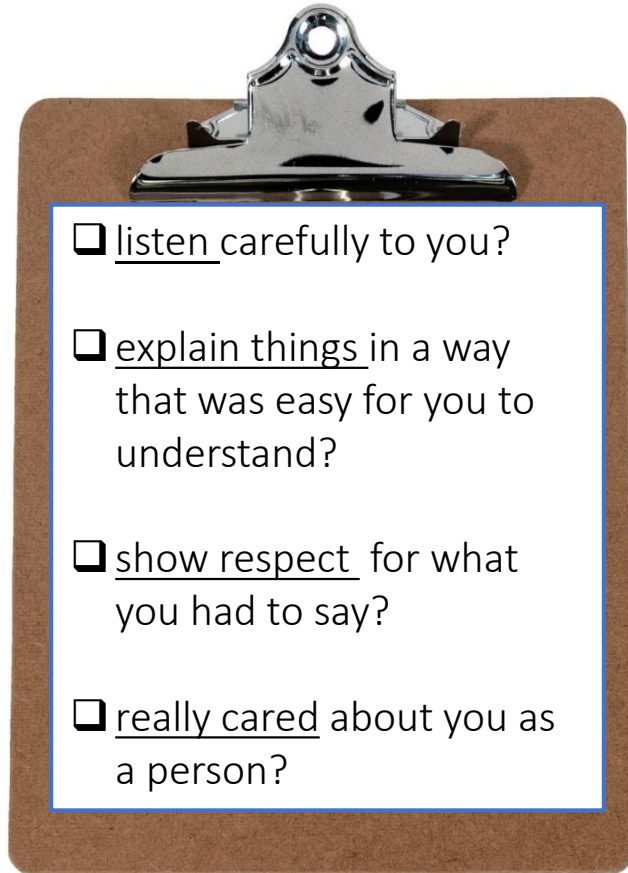
Better Outcomes for Clinicians & Teams

- Engagement
- Satisfaction
- Workload stress
- Medical malpractice
- Team collaboration



McClelland et al, Medical Care 2018; Luxford et al, Int J Qual Health Care, 2015; Illn. 2017; Pollak et al, Pt Educ Couns 2016;

Better Outcomes for Institutions



- Patient experience scores (ICH - CAHPS)
- Staff satisfaction
- Patient loyalty
- Enhanced safety & quality

Patient Engagement and End Stage Renal Disease

Chat: What barriers prevent patients from becoming more fully engaged?



Bear and Stockie *Canadian Journal of Kidney Health and Disease* 2014, **1**:24
<http://www.cjkhd.org/content/1/1/24>



CANADIAN JOURNAL OF
KIDNEY HEALTH AND DISEASE
Journal Canadien de la Santé et de la Maladie Rénale

REVIEW

Open Access

Patient engagement and patient-centred care in the management of advanced chronic kidney disease and chronic kidney failure

Robert Allan Bear^{*} and Suzanne Stockie



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Barriers

- Conflict with other priorities
- Lack of training and fear of change
- Physician culture and behavior



Clinical Kidney Journal, 2015, vol. 8, no. 6, 766–771

doi: 10.1093/ckj/sfv079

Advance Access Publication Date: 3 September 2015

Original Article

ORIGINAL ARTICLE

Barriers to effective communication between veterans with chronic kidney disease and their healthcare providers

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Communication
in Healthcare

Patient Barriers

- Patients' perceived role as the 'listener'
- Patients' limited CKD knowledge
- Not understanding physicians' explanations
- Dissatisfaction with the patient–provider relationship

Communication is Key



Chat: What can help overcome barriers to communication and engagement?



ART of Relationship-Centered Communication: Skills to Create Engagement

ART of Relationship-Centered Communication

Ask for the other's perspective

Respond with empathy

Tell your perspective





- How quickly do you think we interrupt our patients?
- How long do you think they will speak if given the opportunity?

**Echo
Request
Summarize**

Echo:

"Sounds like you . . ."

"What I'm hearing you say is . . ."

(Repeat the word or phrase)

Request:

"Say more about . . ."

Summarize:

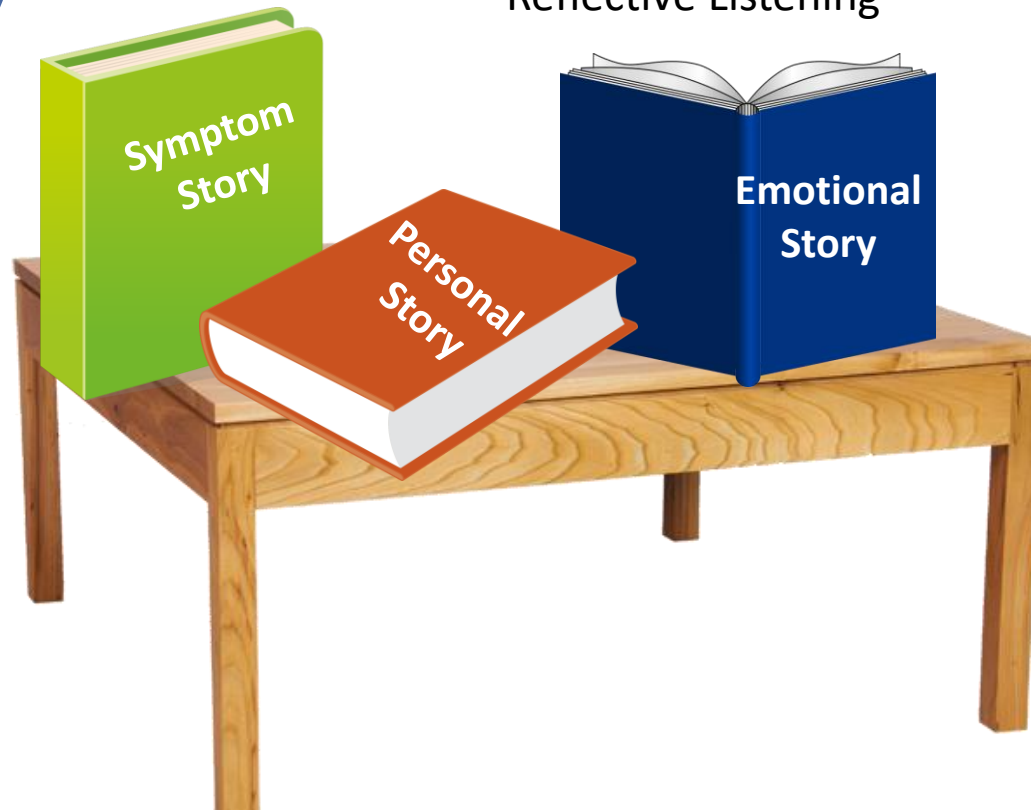
"Let me see if I have this right . . ."

"So, two days ago..., then...."

Shhh.

Attentive Listening

Reflective Listening



Respond with Empathy (Nonverbal)



- Pause
- Touch/posture
- Facial expression
- Eye contact
- Tone of voice
- Space

Respond with Empathy

PEARLS[©]

- Partnership
- Emotion
- Apology & Appreciation
- Respect
- Legitimization
- Support



Respond with Empathy

Use at least one PEARLS statement

Partnership:

“Let’s work on this together.”

Emotion:

“You say you’re frustrated.”

Apology:

“I’m sorry that I upset you.”

Respect:

“I give you a lot of credit for getting through this as you have.”

Legitimization:

“Most people in your position would feel this same way.”

Support:

“I’m going to stick with you through this.”



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VIDEO



https://www.youtube.com/watch?time_continue=9&v=46AnTSuF7Ek

Chat: What action or phrases emphasized an empathic response?



A Typical Encounter



“Renal failure often results in a process called kidney dialysis. There are two main types of dialysis, hemodialysis and peritoneal dialysis. Hemodialysis uses a machine and a filter to remove waste products and water from the blood. Peritoneal dialysis uses dialysate that is placed into the patient's abdominal cavity to remove waste products and fluid from the body. Do you have any questions?”

ART: Share information

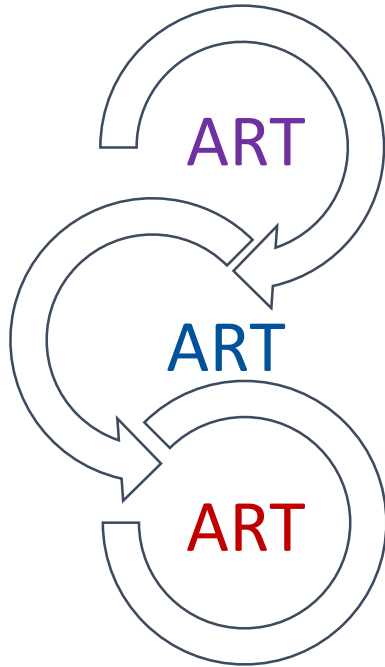
Ask for the other's perspective

Respond with empathy

Tell your perspective



ART Loops



- Turns monologue into dialogue
- Can be used to elicit:
 - Patient preferences
 - Goals
 - Barriers
- **Ensures clarity and maximizes adherence**

ART Example

- **ASK:** We need to develop a dialysis plan. What do you know about kidney dialysis?
 - *Patient: I know that I will need to come to the clinic multiple times a week. I don't know if I can do that. I might need to skip appointments sometimes.*
- **RESPOND:** In-center dialysis does require 3 visits per week and it can be challenging to manage. We want to support you and will work together to find a plan.
- **TELL:** It will be important that you attend all session, and not skip any treatments.
- **ASK:** What are the primary barriers that might prevent you from getting to treatment?

Summarize and Clarify



TEACHBACK

- Teach-back leads to improved outcomes
- Promotes adherence
- Allows for collaborative planning

Schillinger et al, 2003; Schenker et al, 2011

Summarize and Clarify

Teachback, using ART:

- **ASK:** the patient to summarize
 - *“I’ve spoken a lot: can you tell me in your own words what we’ve decided on?”*
 - *“When you speak with your family member / friend, what will you tell them we discussed?”*
- **RESPOND:**
 - *“Sounds like a good summary.”*
- **TELL:** additional points, as needed

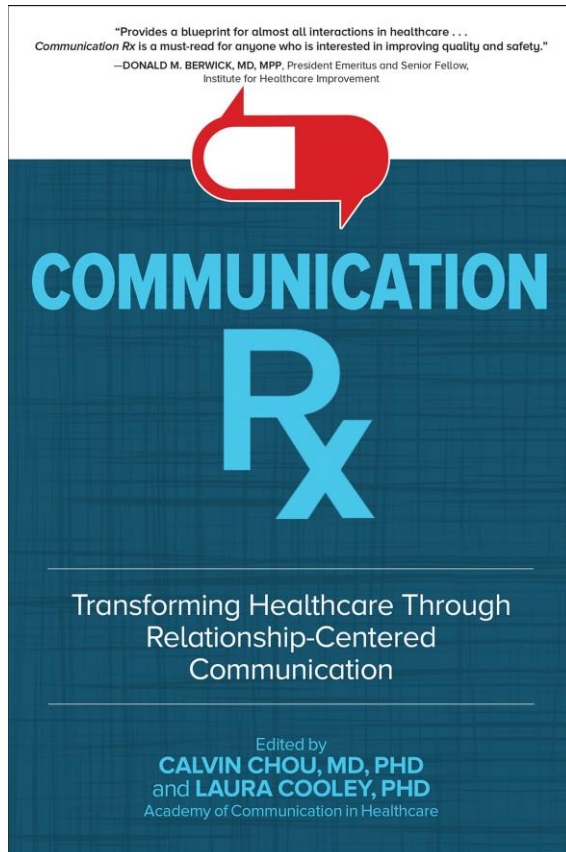
Video



<https://www.youtube.com/watch?v=zn3HNaQV2-o>

Chat: What phrases can the provider use to check understanding?





Laura Cooley, PhD

Senior Director of Education and
Outreach

Academy of Communication in
Healthcare

cooley@ACHonline.org



Questions

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