Communication as a Lifeline
Connection in Medicine

Presented by
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Communication in Medicine

- Increased
- Understanding
- Trust
- Information retention
- Compliance
- Collaboration
- Autonomy
- Patient centered care
Optimism & survival in metastatic melanoma

124 patients with metastatic melanoma

Controlling for site characteristics, metastatic site/s, treatments

“Optimists” survived 317 vs 168 days and with better QL

(Butow PN, Coates AS, Dunn SM. Psychosocial predictors of survival in metastatic melanoma. *Journal of Clinical Oncology* 1999; 17(7): 2256-2263)
Examples of Communication models

- **SPIKES**
  - Setting
  - Perception
  - Invitation
  - Knowledge
  - Empathy
  - Summary/strategy

- **NURSE**
  - Name
  - Understand
  - Respect
  - Support
  - Explore


- **ISBAR**
  - Identify
  - Situation
  - Background
  - Assessment
  - Recommendation

- **PACE**
  - Probe
  - Alert
  - Challenge
  - Emergency

- **DESC**
  - Describe
  - Express
  - Suggest and seek
  - Consequences

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# BBN delivery styles

<table>
<thead>
<tr>
<th>STYLE*</th>
<th>Features</th>
<th>Time Mean (SD)</th>
<th>Proportion using style</th>
<th>Rated ‘good’</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BLUNT &lt;30sec</strong></td>
<td>BBN without preamble</td>
<td>19.86 (7.55)</td>
<td>37%</td>
<td>59%</td>
</tr>
<tr>
<td><strong>FORECASTING 30sec – 2 min</strong></td>
<td>preparing recipient prior to BBN</td>
<td>70.56 (25.40)</td>
<td>45%</td>
<td>52%</td>
</tr>
<tr>
<td><strong>STALLING &gt;2min</strong></td>
<td>avoiding BBN delivery</td>
<td>204.09 (65.34)</td>
<td>18%</td>
<td>27%</td>
</tr>
</tbody>
</table>

The physiology of BBN
What’s broken?

- Clinical teachers are affected by their
  - understanding of the topic
  - priority of communication teaching
  - access to resources
  - belief in the validity of learning and assessment
  - confidence in “expert” ability

(Nurse Jackie TV Series, Showtime)
PMC Pedagogy and Processes

- Constructivism
- Motivational science
- Sociocognitive constructs
- Autonomy support
- Metacognition
- Kolb learning theory
- Double loop learning
- Cognitive Behavioural change

- Narrative learning
- Experiential Role Play
- Reflective practice
- Peer crowdsourced learning
- E-learning- social media, teleconferencing and data mining
Activities

- **Plenary discussions**
  - Group based teaching that involves the sharing of information and group discussion/activities

- **Role play**
  - Simulation with high psychological fidelity with an actor representing a patient
  - Different to standardised patient interactions

- **E-learning**
  - Teleconferencing, video analysis, e-modules, avatars
Bad News

Engaging with emotions and having humane interactions, encouraging a supportive environment
Aversive Procedures
Clear and safe explanation appropriate to the recipient to achieve informed understanding
Open Disclosure
Providing appropriate communication, support and response to a mistake that occurs in the system
Human Factors / Teamwork
Dealing with the complexities of a (human) system, and understanding and resolving errors
Handover

Sharing information in a valuable, collaborative and appropriate way to ensure effective outcomes
The Future

- **New constructively aligned curriculum**
  - Lecture, workshop, peer reviewed assessment, interactive e-resources
    - Basic communication skills
    - Communicating with patients
    - Communicating with colleagues
    - Communicating in difficult situations

- **Final year Prize**
  - $3000 total - $1500, $1000, $500
  - 4 components
    - Workbook - describe 5 patient interactions
    - Role Play - interact with a person – self selected, and randomly allocated
    - Statement – value of communication
    - Workshop - multiple activities in live context
      - Written and presented reflection and knowledge
      - Empathic activity
      - Debate
      - Personal values