

QI TALK TIME



Building an Irish Network of Quality improvers

20 April, 2021

hello
my name is...

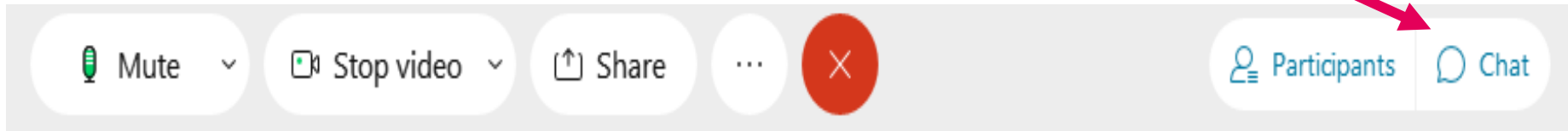
A session with Wini Ryan and Prof Peter Gillen

Communication Skills in a Virtual World

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Welcome

- **Sound:** Computer or dial in
 - Telephone no: 01-5260058
 - Event number: 183 727 706
- **Chat box function**
 - Comments/Ideas
 - Keep the questions coming!
- **Recording**
- **Engage with the team**
 - Twitter: @QITalktime / #QITalktime
- **New feature**
 - Short feedback form after the session, please help us to improve our QITalktime Webinars
 - A window will pop up before logging out



Speakers today



Wini Ryan

Leadership, Learning and Talent
Management division of National
HR, HSE



Prof Peter Gillen

Associate Professor of Surgery,
RCSI Royal College of Surgeons in
Ireland and the Clinical Advisor to
the National Healthcare
Communication Programme

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National Healthcare
Communication
Programme

Making conversations easier



QI Talktime

Communication Skills in a Virtual World

Virtual consultation or Modern day séance?

“Mary are you there?”

*“Make a sound if you can
hear me”*

“Is anyone else with you?”

*“I can’t see you...can you
hear me?”*

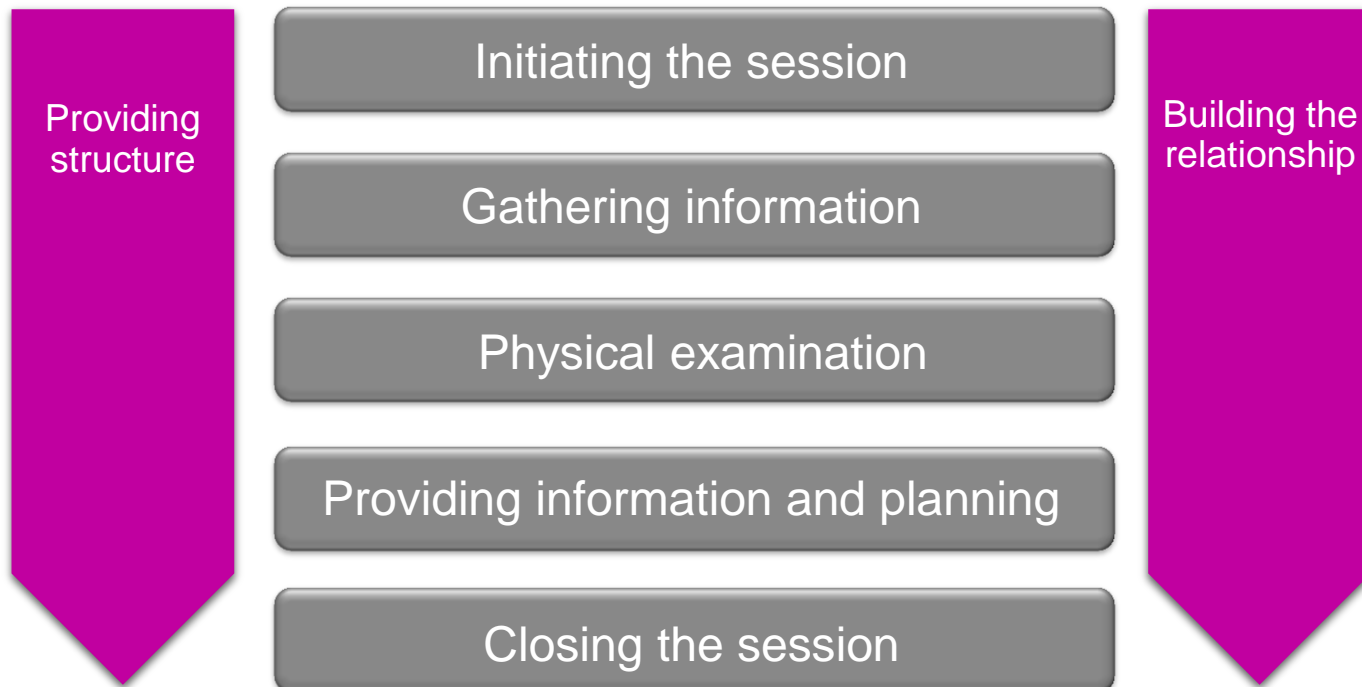


- **Section 1:** National Healthcare Communication Programme
- **Section 2:** Communication skills
- **Section 3:** Take-aways
- **Section 4:** Questions



To improve patient experience, clinical outcomes and enhance patient safety by supporting staff to take a skilled, sensitive and patient-centred approach in all conversations with patients and their families.

A framework that corresponds directly to the way we structure the consultation in real life





Question

Can we do better???

- The 'arrival' of telemedicine
- An overnight success story?
- It took a pandemic!
- Telephone and video consultations considered together
- Many similarities but obvious differences also



Patient

- No travel time
- Avoid unnecessary trip to hospital/clinic
- Less exposure risk to infection

Clinician

- Outcomes equivalent
- Chronic disease reviews
- Prescription changes



PATIENTS

- Technology may pose problems
- Reassurance may be easier by video than by telephone
- Older people may be wary of disclosing symptoms
- Interruptions may be off-putting
- Privacy
- Reluctance to speak if chaperones present on call



CLINICIANS

- May not be appropriate in some clinical settings
- Is physical examination required?
- Vulnerable patients
- Patients not known to clinician
- Lack of supporting healthcare records



CLINICIANS

- Interruptions more common than face to face
- Talking over one another (*2 seconds rule*)
- Lack of visual information (*telephone*)
- Signal latency...particular concern on video calls
- Signal loss...backup plan
- Wellness bias
- Premature decision making



1. Prepare *yourself*...**H.A.L.T.S.**
 2. Prepare your *information*
 3. Prepare your *environment*
- **Video** - prepare your set-up
 - ✓ How do I appear on screen?
 - ✓ Am I centered?
 - ✓ Turn off self-view
 - ✓ Lighting
 - ✓ Back up plan



CLEAR model (MPS)

C

Connect

Hello, my name is...

L

Listen

Uh, huh, yes, ok...

Empathy

Tell me more, what are you most worried about?

E

Ask/Tell/Ask

What do you know about? ...

A

Review & check

I have given you a lot of information...

R

C

- Webservice manner
- Golden minute
- Halo effect
- Be aware of your pace
- Tone of voice
- Avoid jargon
- Don't be tempted to multi-task





Active listening skills

- Phone - reassure the patient you are listening, e.g. *ok, uh-huh, mm*, etc.
- Summaries...*so what I hear you saying is that headaches are becoming more frequent*
- Visual demonstration of listening skills (*leaning, nodding*)
- Allowing the patient to talk may tell you what you wish to know without having to ask!

E

- Emotional cues – more difficult on phone as no body language to aid with visual cues
- Listen out for hesitation or change in tone
- On the phone **empathic statements** have to be more deliberate and explicit...*from what I'm hearing that must have been really tough*



A

Understand the patient's perspective

Ideas

What do you think might be going on?

Concerns

What are you most worried about?...

Expectations

What do you think is the best way forward?...



R

Yes/No

- *I've given you a lot of information. Is there anything you don't understand?*

Tell back directive

- *It's important that you do this exactly the way I explained. Could you tell me what I've told you?*

Tell back collaborative

- *I've given you a lot of information. It would be helpful to me to hear your understanding about your condition and its treatment*

(Kemp et al, 2008)

So to summarise...

C

Connect

Golden minute' / Webside manner

L

Listen

Avoid interrupting (2 second rule) / Prompt the patient...

Empathy

Pick up on emotional cues - *this sounds really tough*

E

Ask/Tell/Ask

What questions do you have about what I've said so far?

A

Review & check

I've given you a lot of information. It would be helpful to me to hear.....

R



Take aways...



You hit home runs not by chance, but by preparation

ROGER MARIS

1934 - 1985





I've learned that people will forget what you said, people will forget what you did, but people will never forget how you make them feel

MAYA ANGELOU
1928 - 2014

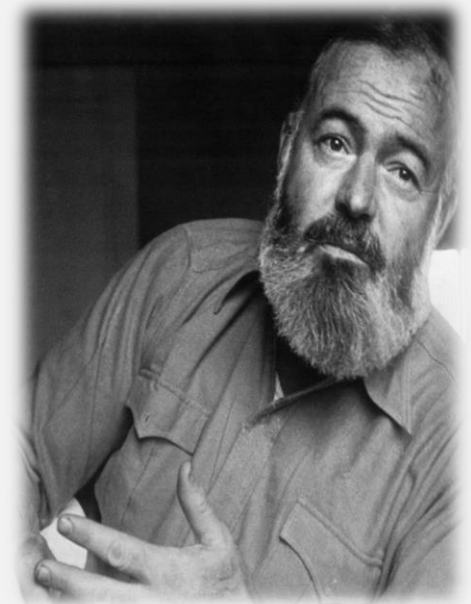




It takes two years to learn to speak and sixty
to learn to keep quiet

ERNEST HEMINGWAY

1899 - 1961





The most important thing in communication is hearing what isn't said

Peter Drucker
1909 - 2005





How well we communicate is determined not by how well we say things but how well we are understood

Andrew Gove

1936 - 2016



Questions...

Find out more



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Web: www.hse.ie/nhcprogramme
& www.each.eu

Twitter: @NHCProgramme



Thank you



Building a
Better Health
Service

Seirbhís Sláinte
Níos Fearr
á Forbairt



International Association for
Communication in Healthcare

Making conversations easier

Resources to help you communicate with patients and their families during COVID-19



Difficult Conversations

A4 9 page: <https://bit.ly/2UzktPk>

Mobile: <https://bit.ly/3hpOTxt>



Telephone Consultations

Mobile: <https://bit.ly/2znKeL4>

Online 1 hour course: <https://bit.ly/37xKUdG>



Communicating in PPE

A4 6 page: <https://bit.ly/2Y1KuZA>

A4 poster: <https://bit.ly/2Xw0fY9>

Video Consultations

Mobile: <https://bit.ly/3e4mg6M>

Online 1 hour course: <https://bit.ly/2AicZsz>

Let us know how we did today



New feature: Short feedback form after the session, please help us to improve our QITalktime Webinars

A window will pop up before logging out with a few short questions

We really appreciate your time, thank you

Thank you

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Upcoming Webinars: Dates for your diary



Dates	Topics	Speakers
4 May	Learning from COVID-19 through stories	Zuneera Khurshid, National QI Team/UCD
18 May	Whole system approach to QI with	Dr Amar Shah

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<https://www.hse.ie/eng/about/who/qid/resourcespublications/qitalktime.html>



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