



Teamwork and Communication Action Series

Leveraging Structured Communication

Teaching Webinar 3 – May 2, 2019



**BC PATIENT SAFETY
& QUALITY COUNCIL**

Working Together. Accelerating Improvement.

Your Action Series Facilitators:



Kate Harris



Jennie Aitken



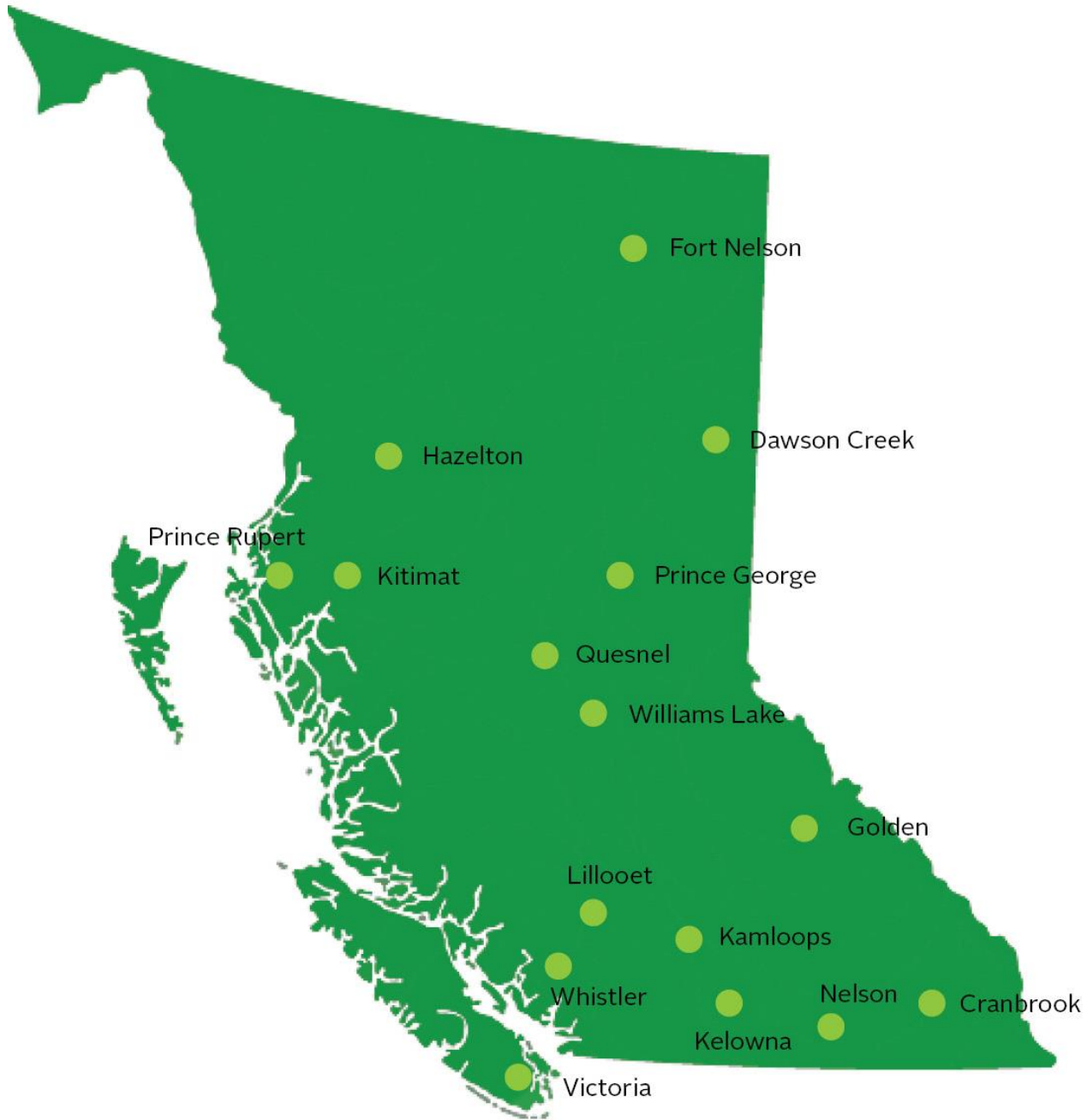
Action Series Roadmap



This webinar is being recorded

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What we are covering today:



The challenge of spoken language



Structured communication tools

- Mnemonics (SBAR and beyond!)
- Huddles
- 3Ws



Guest Speaker

John Gilbert



Spoken Language Has Problems

Not all words are equal



DUCK



Spoken Language Is Complex



Sounds

Grammar

Meaning



Spoken Language is Multi-variate

- Prosody
- Interjections
- Turn-taking
- Laughter, applause, and booing: from individual listener to collective audience
- Pauses, silence, and the art of listening
- Cross your arms, turn your body – send a message



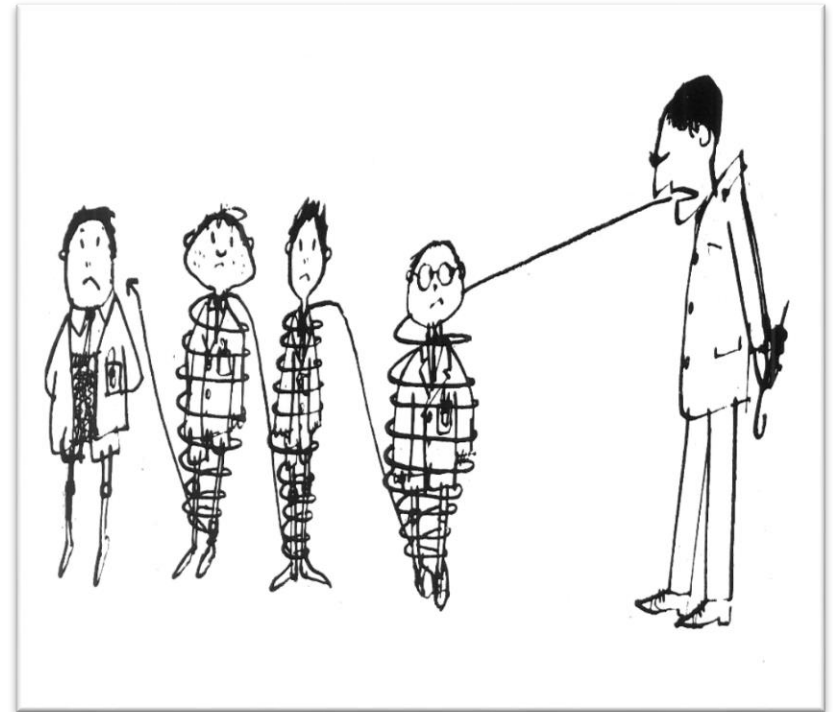
Communication: The Best Show

- **Open**
 - Listening time, talking time
- **Accurate**
 - Reflects best evidence on the topic under discussion
- **Effective**
 - Changes attitudes, develops new behaviours



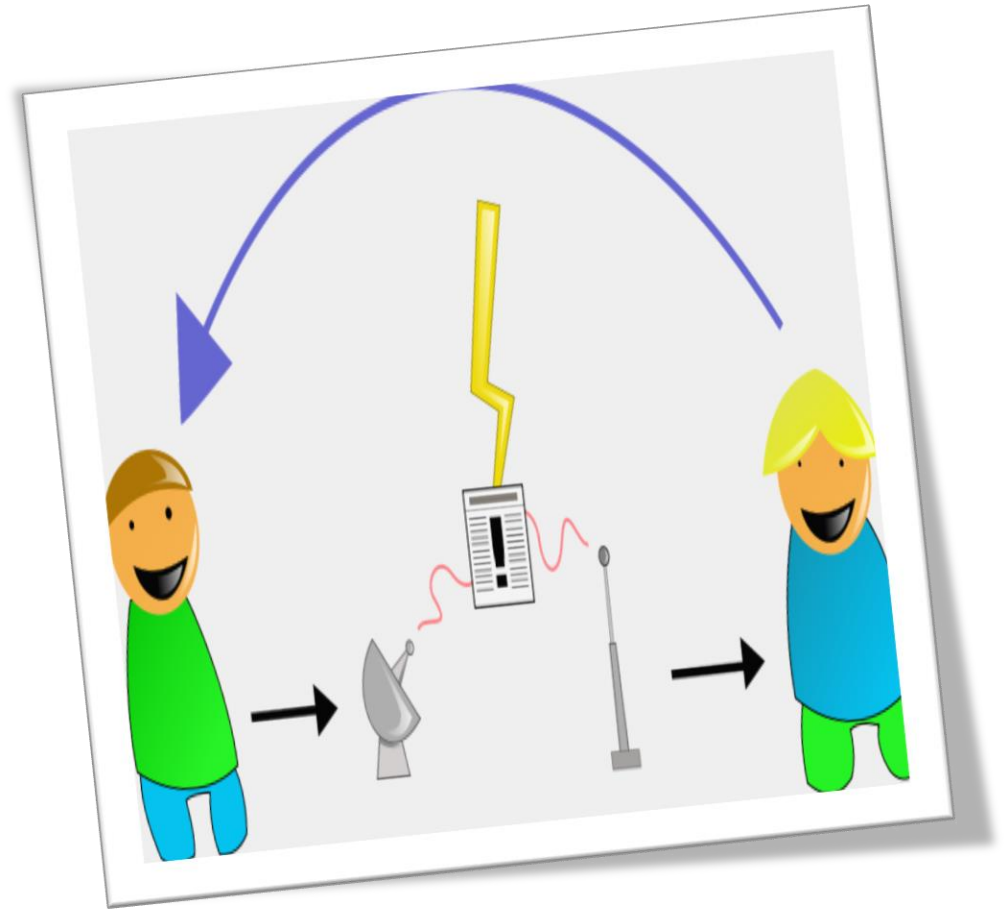
Communication, or Information Transfer?

- Information = data.
- Communication = talking about data.
- Communication - accurate transfer of information.
- *ACRONISH* - the plague on communication



Communication as a Story

- Listen
- Talk
- Understand
- Reflect
- Respond
- Check
- Sustain



Six Persons Take Place in a Conversation

- *Six persons take part in all conversations between a man and a woman.*
- He, as he thinks he is; and
- as he thinks she thinks he is; and
- as he is; and
- as she thinks she is; and,
- as she thinks he thinks she is; and
- as she is.

(Oliver Wendell Holmes)



How to Improve Your Communication Skills

- Improve your body language. Body language is essential to effective communication. ...
- Become a better listener. For a conversation to be truly successful, listening may be even more important than talking. ...
- Avoid interruptions. ...
- Exercise patience. ...
- Maintain a positive attitude. ...
- Keep emotions in check.



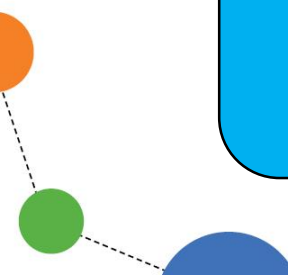
What do you think data are in your communications?





“The entire team is motivated to improve our communication”

“The communication style on this team is that everyone wants to express their viewpoint and no one is really listening.”



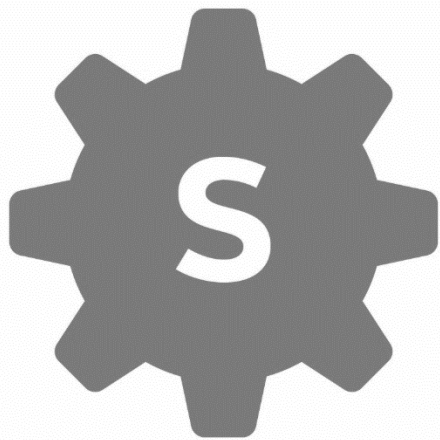
“We need to improve our interpersonal communication, especially during times of stress.”



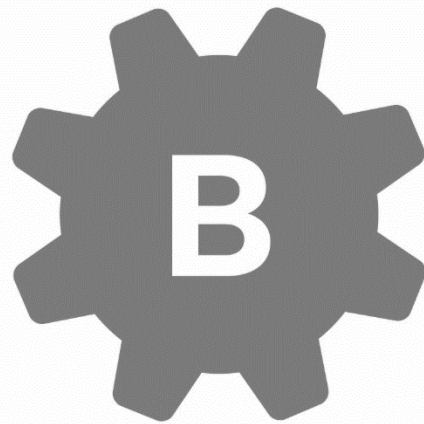
So...What Do We Do About It?

- Structured communication tools
 - Mnemonics
 - SBAR, I-PASS, IDRAW, PACE and more
 - Some limitations
- Bridge the communication gap that may exist between professions due to differences in communication style

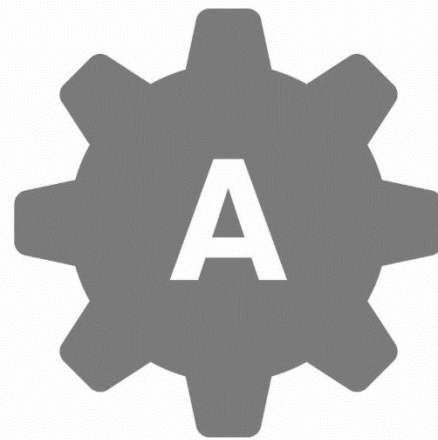




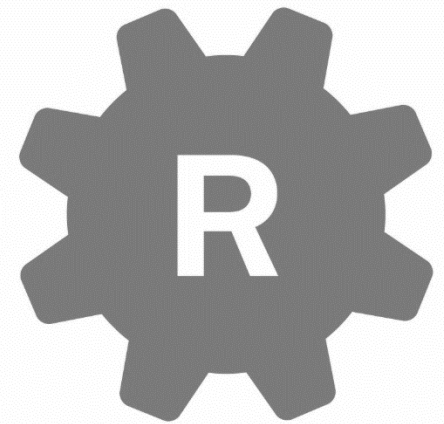
SITUATION



BACKGROUND



ASSESSMENT



RECOMMENDATION

Source: Achrekar et al, 2002



Imagine this...

You are a care provider at a primary care clinic in a small community in BC. You have a patient with a family history of breast cancer who is very concerned about the outcome of her recent mammogram. She has arrived at the clinic for her follow-up appointment one week after the scan, but you don't have the results. She is very anxious so you would like to have the results for her - you call the advanced access breast health clinic.



Situation



Situation

- Justine is a 33 year old female who is concerned about the results of a recent screening mammogram.



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Background



Situation

- Justine is a 33 year old female who is concerned about the results of a recent screening mammogram.

Background

- She is a young woman with a family history of breast cancer. Her sister has recently had a positive diagnosis and her mother passed away from breast cancer at age 40. Her scan was last week and she has returned for follow-up results.



Situation

- Justine is a 33 year old female who is concerned about the results of a recent screening mammogram.

Background

- She is a young woman with a family history of breast cancer. Her sister has recently had a positive diagnosis and her mother passed away from breast cancer at age 40. Her scan was last week and she has returned for follow-up results.

Assessment



Situation

- Justine is a 33 year old female who is concerned about the results of a recent screening mammogram.

Background

- She is a young woman with a family history of breast cancer. Her sister has recently had a positive diagnosis and her mother passed away from breast cancer at age 40. Her scan was last week and she has returned for follow-up results.

Assessment

- The results of the mammogram have not been received and Justine is extremely worried.



Situation

- Justine is a 33 year old female who is concerned about the results of a recent screening mammogram.

Background

- She is a young woman with a family history of breast cancer. Her sister has recently had a positive diagnosis and her mother passed away from breast cancer at age 40. Her scan was last week and she has returned for follow-up results.

Assessment

- The results of the mammogram have not been received and Justine is extremely worried.

Recommendation



Situation

- Justine is a 33 year old female who is concerned about the results of a recent screening mammogram.

Background

- She is a young woman with a family history of breast cancer. Her sister has recently had a positive diagnosis and her mother passed away from breast cancer at age 40. Her scan was last week and she has returned for follow-up results.

Assessment

- The results of the mammogram have not been received and Justine is extremely worried.

Recommendation

- Due to the family history and anxiety level of the patient, I don't want to delay providing the results to Justine. Are you able to read the results of the scan immediately so we can put her mind to rest or discuss next steps.



SBAR Worksheet



SBAR COMMUNICATION TOOL

Item	Definition	Example
SITUATION	One sentence description of need	Patient arrived for appoint on wrong day
BACKGROUND	Details that give information to make an assessment. (Can be from patient's view and from your clinical view as you inquire and research)	<ol style="list-style-type: none"> 1. Patient arrived for 11 am appointment today. 2. Appointment is at 11 am tomorrow 3. Pt. Comes from 40 miles away 4. Pt. Needed to have friend drive them to appointment 5. Doctor has 1+ appointment available on schedule 6. Doctor's hall partner has some open times 7. We don't know if the mistake was with the patient or the call center
ASSESSMENT	Your position on the issue	We should see the patient today
RECOMMENDATION	Your specific method for solving the problem	I recommend that we use the 1+ time or have your hall partner see this patient.

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SSC SBAR Communication Tool
 Definitions 7/7/2004



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Where Could You Use SBAR?



Huddles





**“Huddles enhance
team communication
and patient safety.”**

Hayden et al, 2010



Outcomes

- Improved patient outcomes
 - Reduced infection, VTE, adverse medication errors
- 89% more aware of the cases
- 97% more aware of patient problems
- Improved teamwork, communication and satisfaction scores



Do you use huddles?

Yes

No

We want to start!



What Do We Know About Huddles?

- Quick
- Intended to speed up work of teams
- Frequent, short briefings, keep momentum
- Allow fuller participation of the entire team
 - Including those who don't have time for a longer meeting
- Stay informed, review work, make plans, move ahead rapidly



Tips for Successful Huddles

- Consistent time
- Convenient location
- Clear objectives for each huddle
- Limited duration
 - 15 minutes or less



Tips for Successful Huddles

- Review objectives
- Review key issues/actions
- Plan for action
- Next steps



Huddle Worksheet

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Huddle Worksheet

What are the reasons for holding a daily huddle?

What topics will be discussed?

What prep does it require?

What are some potential solutions?

What are some potential hurdles?

What preparation needs to be done and by whom?

We will spend _____ minutes huddling.
We will huddle at _____ (time)
_____ (place)
Huddle start date _____

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What would your huddles achieve?



Three W's

1. What I see
2. What I am concerned about
3. What I want



What I see

- *I can see that you have been given a few extra patients to follow up in the community this week.*



What I see

- *I can see that you have been given a few extra patients to follow up in the community this week.*

What I am concerned about

- *I'm concerned that you won't be able to follow up with them all as it will take a lot of time commuting to each of their homes.*



What I see

- *I can see that you have been given a few extra patients to follow up in the community this week.*

What I am concerned about

- *I'm concerned that you won't be able to follow up with them all as it will take a lot of time commuting to each of their homes.*

What I want

- *I would like you prioritize who needs to be seen and create a schedule who needs to be seen this week and who can be followed up in other ways or be given to another OT.*



Three W's Worksheet

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SAMPLE TOOL OF USING THE THREE WS

THREE WS	RESPONSE
What I see	
What I am concerned about	
What I want	

Accomplishments

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What are benefits of a structured communication tool?



What we covered today:



The challenge of spoken language



Structured communication tools

- Mnemonics (SBAR and beyond!)
- Huddles
- 3Ws



Action Period Work!

Applied learning activities – pick at least one

- There are 3 to choose from
- Working through one as a team
- Feel free to share your experience at an informal webinar or on the next webinar







Next Coaching Webinar

May 16th from 2:00-3:00pm

Send any questions or tricky situations for discussion to culture@bcpsqc.ca

“Great practical solutions!”

“Opportunity to ask questions and hear responses from a coach expert and others in the group.”



Fail Forward

FAIL
Forward →

Your permission to **FAIL**.

I, _____

give myself permission to fail and learn.



Next Teaching Webinar

Thursday, May 23

14:00-15:00

**Navigating
Conflict
Effectively
Webinar**



**Don't forget to complete your
webinar evaluations!**

