

**SPEAKING UP or ACTING OUT :**  
**Communication Skills to**  
**Promote Resident Safety**

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**Objective**

- ✓ Implement creative teaching strategies to empower students to become effective change agents

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**Overview**

- ✓ Communication Environments
- ✓ Resident Care Environments
- ✓ Teaching Exercises
- ✓ Empowerment Strategies

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**Assumptions**

- ✓ We all make too many assumptions
- ✓ Inadequate communication processes account for the majority of harmful events in the US.
- ✓ Assertiveness in speaking up is a vital safety behavior

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**Assumptions**

- ✓ Departures from safety can become the norm
- ✓ Technology has revolutionized modern communication patterns
- ✓ Everyone benefits from empowerment

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**Communication Environments**

Connectivity is the Norm

- 82% have used a cell phone
- 76% have used a cell phone to take a photo
- 72% have used a cell phone to text
- 40% have used a cell phone to access Internet
- 59% of adults now access the internet wirelessly with a laptop or cell phone
- 47% of adults use a social network

Pew Internet Research  
2010 Mobile Access Survey

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## Speaking Up or Acting Out

### ✓ Trolling as an Art Form ✓ Trolling ~ Inspired Mischief

- Playtime
- Tactical
- Psycho



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## Speaking Up or Acting Out



**TROLLS**  
Try to disrupt, disturb or change intergroups to fit their own agendas.  
They often use such techniques as:  
• flooding by excessive posting  
• attacking people  
• attacking groups or groups  
• attacking to divide and conquer  
• making statements for the sake of the group  
• trying to impress others with their knowledge

**TROLLS**  
often have serious personal issues that lead them to try to control others.  
don't hang around in intergroup unless you don't respond to their posts.

**TROLLS**  
http://www.flickr.com/photos/h\_u\_pf/2632034675/  
The best way to deal with trolls is to IGNORE them.

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## Resident Care Environments

### Prevailing "Pathogens"

- Poorly Designed Facilities
- Staff Shortages
- Heavy Workloads
- Training Gaps
- Inadequate Communication Processes



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## Patient-Safe Teaching Strategies

- ✓ Acknowledge the high-risk, error-prone nature of the health care setting
- ✓ Voice concerns about threats in the system before they cause harm
- ✓ Duty to report incidents and errors
- ✓ Just Culture



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## Teaching Communication Skills

- ✓ Experience can be a Poor Teacher
- ✓ Communication can be Learned
- ✓ Teaching Communication Skills Produces Change



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## Teaching Communication Skills

- ✓ Build from the Student Attitude or Motivation
- ✓ Develop Understanding
- ✓ Develop Skilled Movements/ Behaviors



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## Didactic Methods

### Understanding the Person

- ✓ Effective Communication
- ✓ Verbal Communication
- ✓ Nonverbal Communication
- ✓ Communication Methods
- ✓ Communication Barriers

(Sorrentino, 2008)



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## MUM's the WORD

Communication	Bloom's	QSEN
Motivation	Affective Skills	Attitude
Understanding	Cognitive Skills	Knowledge
Movement	Psychomotor Skills	Skills



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## Didactic Methods

- ✓ Provide scaffold to organize knowledge
- ✓ Guide understanding and USE of skills
- ✓ Illuminate experiential learning
- ✓ Simplify the complexities



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## Didactic Methods

### ✦ *Establish Rapport*

- ✦ Greet Resident by Name
- ✦ Introduce Self and Role
- ✦ Identify the Reason for the Interaction

### ✦ *Identify the Problem*

- ✦ *Confirm Understanding*
- ✦ *Negotiate Resolution*



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## Problem-Based Methods

### ✦ *Case-Based Learning to Promote Safety*

- ✦ Therapeutic Communication Day
- ✦ Meal Time Conversation
- ✦ Dealing with Irrate Residents
- ✦ Answering a Call Light



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## Problem-Based Methods

### ➤ Therapeutic Communication Day

- Encourages resident to tell a story
- Uses open questions first
- Uses closed questions for detail
- Listens attentively
- Encourages Expression
- Communication Techniques
- Summarize resident's idea, concerns, preferences, expectations and feelings

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## Problem-Based Methods

### Meal Time Conversation

- ✧ *Establish Rapport*
- ✧ *Be Sure They Hear You Listening*
- ✧ *Appear Pleasantly Interested*
- ✧ *Speak to the Resident not the Staff*



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## Problem-Based Methods

### Answering the Call Light

- ✧ *Establish Rapport*
  - ✧ *Greets Resident by Name*
  - ✧ *Introduces Self and Role*
  - ✧ *Identify the Reason for the Interaction*
- ✧ *Identify the Problem*
- ✧ *Confirm Understanding*
- ✧ *Negotiate Resolution*



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## Problem-Based Methods

### Dealing with the Irate Resident

- ✧ *Acknowledge the Resident's Feelings*
- ✧ *Find Something to Agree With*
- ✧ *Follow-Up with Information*
- ✧ *Negotiate a Plan*



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## Experiential Methods

### Simulated Interviews

- ✦ Rehearse specific phrasing to elicit patient's ideas and concerns
- ✦ Prepared role play in which learners are given role as doctor, nurse or patient with a specific purpose (e.g. encouraging cooperation)
- ✦ Reverse role play where a learner brings an actual case to the group to acquire help and takes on the patient's role.

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## Evaluation

- Knowledge – do you know it?
- Competency – can you show it?
- Performance – do you (choose to) do it?
- Outcomes – what results do you obtain from using it?



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## Evaluation

- ✦ Ask students to write down or flipchart what they have learned
- ✦ Do a round of what learners will take away from the simulation session
- ✦ Journal to encourage honest and open self-assessment
- ✦ Provide helpful feedback, guidance and ACTION to rectify deficiencies and reinforce strengths.

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## Empowerment Strategies

- ✓ Offer simple solutions to complex problems
- ✓ Provide the student with a toolkit of behaviors
- ✓ Assure the student's first communication encounter is successful



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## Empowerment Strategies

- ✓ Share indices of competency and skills
- ✓ Acknowledge the student's achievement and encourage additional practice
- ✓ Early success serves to reinforce learning behaviors to inform and support subsequent learning.



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## Empowerment Strategies

- ✓ Experiential Methods are Learner-Centered
- ✓ Development of a Learning Community
- ✓ Promotes Comfort with Collaboration
- ✓ Supports Development of Team Members
- ✓ Enhance Collegiality



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