Realistic Conversations: Developing and delivering a toolkit for virtual communication training

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Person-centred, effective communication is fundamental to all aspects of health and social care delivery. We designed and delivered one-hour, online communication training webinars for clinical staff engaging in Anticipatory Care Planning (ACP) and Shared Decision Making (SDM) conversations. In partnership with NHS Education for Scotland (NES), we launched a toolkit for clinical educators to use in their own training programmes.



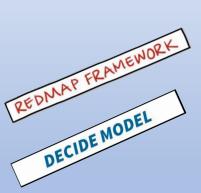






Previous work, challenge, and approach

- Communication education pre-pandemic delivered face-to-face and resource intensive.
- Transition to online platforms drove innovations in webinars for staff training.
- Effective teaching & learning in clinical communication uses blended approach of accessible theory and interactive training sessions.



Delivery Methods	Delivery Aims
Clinically relevant, simulated scenario for participants presented using an interactive demonstration teaching method. Faculty of experienced clinical tutors using structured teaching manuals.	Participants engage actively in learning and develop enhanced communication competencies by- observing sections of the model interview. identifying helpful communication behaviours. considering impacts of communication behaviours on the patient/relative/staff member in role. suggesting next steps for the conversation.
Memorable, evidence-based interview structures guide the conversation, support learning, and aid transfer to practice.	Tutors and participants access communication resources and good practice points for effective communication via downloadable handouts and linked online resources.



Techniques and methods

REDMAP FRAMEWORK



CAN WE TALK ABOUT YOUR HEALTH + CARE ?



WHAT DO YOU KNOW ! WANT TO TELL OR ASK ME? WE KNOW / DON'T KNOW ...



WHAT IS IMPORTANT TO YOU / YOUR FAMILY?



WHAT WE CAN DO ... THIS WILL NOT HELP ...



LET'S PLAN AHEAD FOR WHEN /IF ...

DECIDE MODEL

Downloadable Toolkit Contains:

- 1. REDMAP image
- 2. REDMAP image slide
- 3. REDMAP Framework
- 4. Example REDMAP for TEP scenarios: Emergency admission with pneumonia (hospital setting)
 - Emergency admission with cancer complications (hospital setting)
- 5. Scenario writing template Anticipatory Care Planning
- 6. Webinar Masterclass Tutor Roles
- 7. Webinar Masterclass Structure
- 8. Having realistic conversations -TEP (REDMAP) handout for participants
- 9. Talking about ACP
- Helpful language in ACP
- 11. Demonstration webinar of teaching method for facilitator training NES conference 2022

Downloadable Toolkit Contains:



We are making a decision with you



Can we start by talking about your health problems and situation?



Let's talk about available options / likely benefits / risks or harms



I would like to hear about what matters to you/your relative

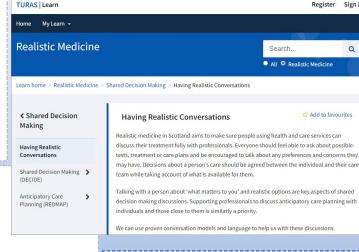


Let's find the right option for you



You think the best option is Y. because... Is that right?

- 1. DECIDE image
- 2. DECIDE image slide
- 3. DECIDE Model
- 4. Examples of shared decision making scenario:
 - Lumbar puncture after subarachnoid haemorrhage (hospital setting) Neutropenia after chemotherapy (hospital setting) – coming soon
 - Investigation of persistent back pain (primary care setting) coming soon
- 5. Scenario writing template Shared Decision Making
- 6 Webinar Masterclass Tutor Roles
- Webinar Masterclass Structure
- 8. Realistic conversations SDM (DECIDE) handout for participants
- 9. Helpful Language in Shared Decision Making
- 10. Demonstration webinar of teaching method for facilitator training NES conference 2022



RFDMAP

https://learn.nes.nhs.scot/60446

DECIDE

https://learn.nes.nhs.scot/60444







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Results and conclusions

7 webinars delivered in 2021

157 people attended

73 evaluations completed



Realistic Medicine on TURAS <u>learn.nes.nhs.scot/18350</u>







