

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.

REDMAP FRAMEWORK

DECIDE MODEL

Delivery Methods	Delivery Aims
<p>Clinically relevant, simulated scenario for participants presented using an interactive demonstration teaching method.</p> <p>Faculty of experienced clinical tutors using structured teaching manuals.</p>	<p>Participants engage actively in learning and develop enhanced communication competencies by-</p> <ul style="list-style-type: none">• 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.
<p>Memorable, evidence-based interview structures guide the conversation, support learning, and aid transfer to practice.</p>	<p>Tutors and participants access communication resources and good practice points for effective communication via downloadable handouts and linked online resources.</p>

Techniques and methods

REDMAP FRAMEWORK

- R** EADY CAN WE TALK ABOUT YOUR HEALTH + CARE?
- E** XPECT WHAT DO YOU KNOW / WANT TO TELL OR ASK ME?
- D** IAGNOSIS WE KNOW / DON'T KNOW...
- M** ATERS WHAT IS IMPORTANT TO YOU / YOUR FAMILY?
- A** CTIONS WHAT WE CAN DO ... THIS WILL NOT HELP...
- P** LAN LET'S PLAN AHEAD FOR WHEN /IF...

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
10. Helpful language in ACP
11. Demonstration webinar of teaching method for facilitator training - NES conference 2022

DECIDE MODEL

- D** EFINE - We are making a decision with you about X
- E** XPLAIN - Can we start by talking about your health problems and situation?
- C** ONSIDER - Let's talk about available options/ likely benefits/ risks or harms
- I** NVITE - I would like to hear about what matters to you/your relative
- D** ECIDE - Let's find the right option for you
- E** VALUATE - You think the best option is Y, because... Is that right?

Downloadable Toolkit Contains:

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
7. 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

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Having Realistic Conversations ★ Add to favourites

Realistic medicine in Scotland aims to make sure people using health and care services can discuss their treatment fully with professionals. Everyone should feel able to ask about possible tests, treatment or care plans and be encouraged to talk about any preferences and concerns they may have. Decisions about a person's care should be agreed between the individual and their care team while taking account of what is available for them.

Talking with a person about 'what matters to you' and realistic options are key aspects of shared decision making discussions. Supporting professionals to discuss anticipatory care planning with individuals and those close to them is similarly a priority.

We can use proven conversation models and language to help us with these discussions.

REDMAP

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

DECIDE

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

Results and conclusions

7 webinars delivered in 2021

157 people attended

73 evaluations completed



Realistic Medicine on **TURAS** learn.nes.nhs.scot/18350

How will this workshop change your communication in similar situations?

It has taught me to set goals at the beginning of a conversation with someone

...Allowing pauses and give honest realistic answers. Especially liked the phrasing around natural death....

Gave me ideas of phrases to use and good to see REDMAP in real life...

I will think more about what my own agenda is in this sort of situation and how this differs from the patient's

What was the most effective part of this communication workshop?

interactive with facilitated chat, ideal being done electronically for this time commitment

felt very safe during the seminar. I liked their ability to participate and contribute without feeling self conscious regarding engaging in role play

True to life discussion with no exact answers but much food for thought