

Communicating Effectively with Patients and Families

February 4th 2025



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Human Factors in Patient Safety Postgraduate Training

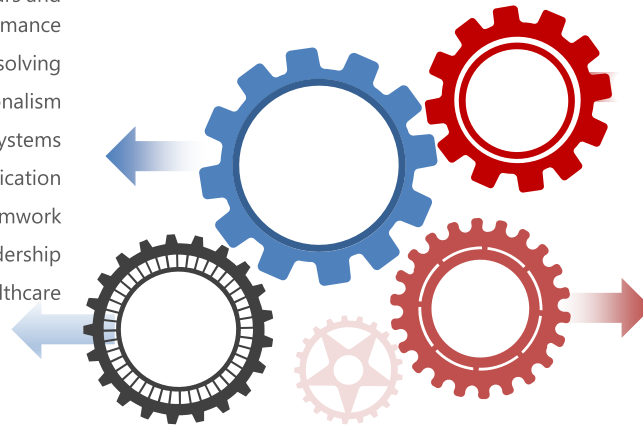
- Mandatory and necessary for certification
- All Surgical specialities
- Emergency medicine
- Ophthalmology
- Radiology
- Radiation Oncology
- International programmes and fellowships
- Collaboration with College of Anaesthesiologists
- COSECSA : Communication training packages

Human Factors in Patient Safety : Key Features

Evidence –based ‘pillars’ with clearly defined competencies

- Attitudes ,behaviours and performance
- Cognition and problem-solving
 - Professionalism
- Safety management systems
 - Communication
 - Teamwork
 - Leadership
- Error in Healthcare

CPD training available for doctors currently not on training programmes and consultants.



Communication and negotiation skills assessed at the end of years 1 and 2 of PG training: High stakes assessments

Each trainee attends for approximately 18 days training over 8 years

Human Factors in Patient
Safety



Workshops and Simulation





Online PG Diploma/MSc. in Human Factors in Patient Safety



Course Details

This inter-professional part-time online programme in Human Factors and Patient Safety is for all healthcare professionals involved in the care of hospital patients.

Scholars attend online interactive sessions and workshops **one day per month**. The rest of the multi-disciplinary programme including didactic teaching, discussion boards, reading, and resources are offered online, which you can access it in your own time.

Modules

Year 1

- Error and Safety in Acute Healthcare
- Personal Effectiveness and Non-technical Skills
- Leadership of Process and Quality Improvement
- Professionalism and Advanced Communications
- Research Methods

Year 2

Research Dissertation

Scan for more information



Eligibility Criteria

The programme is suitable for surgeons, physicians, anaesthesiologists, emergency medicine doctors, obstetricians, pharmacists, nurses and midwives working in the hospital setting, as well as safety and quality managers.

RCSI Safe and Sound Podcasts, Series 1 and 2.

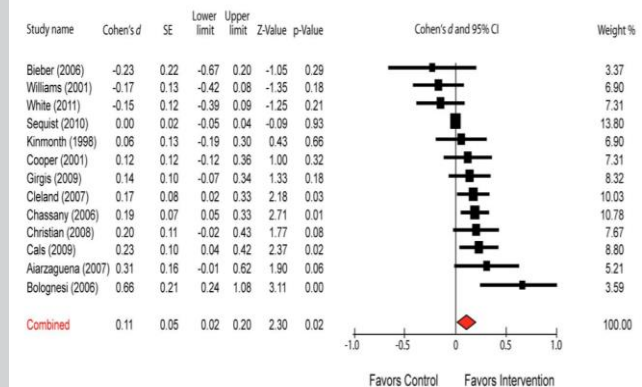


Objectives for Today



- Describe the key skills of effective communication in healthcare
- Identify the particular communication skills essential to use with emphasis in difficult conversations
- Appreciate emotions and their meaning
- Recognise the importance of the use of empathy skills in difficult conversations

Problem/Diagnosis	Outcome
Fibromyalgia	Pain, dep., functioning
Smoking	Smoking cessation
Osteoarthritis	Pain
Diabetes	BP, serum levels
Diabetes	BP, serum, Psychosocial
Hypertension	BP
Cancer	Anxiety, Depression
Asthma	Asthma QoL
Osteoarthritis	Pain
Diabetes	Weight loss
Lower resp. infection	Return Consultations
Somatic complaints	Quality of Life
Obesity	Weight loss



OPEN ACCESS Freely available online



The Influence of the Patient-Clinician Relationship on Healthcare Outcomes: A Systematic Review and Meta-Analysis of Randomized Controlled Trials

John M. Kelley^{1,3*}, Gordon Kraft-Todd¹, Lidia Schapira^{1,4}, Joe Kossowsky^{2,5,6}, Helen Riess¹

¹Empathy and Relational Science Program, Psychiatry Department, Massachusetts General Hospital/Harvard Medical School, Boston, Massachusetts, United States of America, ²Program in Placebo Studies and the Therapeutic Encounter, Beth Israel Deaconess Medical Center/Harvard Medical School, Boston, Massachusetts, United States of America, ³Psychology Department, Endicott College, Beverly, Massachusetts, United States of America, ⁴Department of Medicine, Massachusetts General Hospital, Boston, Massachusetts, United States of America, ⁵Department of Anesthesiology, Perioperative and Pain Medicine, Boston Children's Hospital/Harvard Medical School, Boston, Massachusetts, United States of America, ⁶Department of Clinical Psychology & Psychotherapy, University of Basel, Basel, Switzerland



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Leading the world to better health



Burnout



Communication Skills Training for Physicians Improves Patient Satisfaction

Adrienne Boissy, MD, MA¹, Amy K. Windover, PhD¹, Dan Bokar¹, Matthew Karafa, PhD², Katie Neuendorf, MD¹, Richard M. Frankel, PhD^{1,3}, James Merlino, MD⁴, and Michael B. Rothberg, MD, MPH⁵

¹Office of Patient Experience, Center for Excellence in Healthcare Communication, Cleveland Clinic, Cleveland, OH, USA; ²Quantitative Health Sciences, Cleveland Clinic, Cleveland, OH, USA; ³Indiana University School of Medicine, Indianapolis, IN, USA; ⁴Press Ganey Associates, Inc., Chicago, IL, USA; ⁵Center for Value-Based Care Research, Medicine Institute, Cleveland Clinic, Cleveland, OH, USA.

Kelm et al. *BMC Medical Education* 2014, **14**:219
<http://www.biomedcentral.com/1472-6920/14/219>



RESEARCH ARTICLE

Open Access

Interventions to cultivate physician empathy: a systematic review

Zak Kelm¹, James Womer^{2,3}, Jennifer K. Walter³ and Chris Feudtner^{3*}

Association of an Educational Program in Mindful Communication With Burnout, Empathy, and Attitudes Among Primary Care Physicians

Michael S. Krasner, MD

Ronald M. Epstein, MD

Howard Beckman, MD

Anthony L. Suchman, MD, MA

Benjamin Chapman, PhD

Christopher J. Mooney, MA

Timothy E. Quill, MD

Context Primary care physicians report high levels of distress, which is linked to burnout, attrition, and poorer quality of care. Programs to reduce burnout before it results in impairment are rare; data on these programs are scarce.

Objective To determine whether an intensive educational program in mindful communication, and self-awareness is associated with improvement in primary care physicians' well-being, psychological distress, burnout, and capacity for relating to patients.

Design, Setting, and Participants Before-and-after study of 70 primary care physicians in Rochester, New York, in a continuing medical education (CME) course in 2007-2008. The course included mindfulness meditation, self-awareness exercises, nar-

JAMA



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Examples of your difficult conversations.....

- Cancelling appts/surgery
- Patients who are very anxious or very angry
- Angry relatives
- Breaking Bad news
- Telephone conversations
- Video conversations

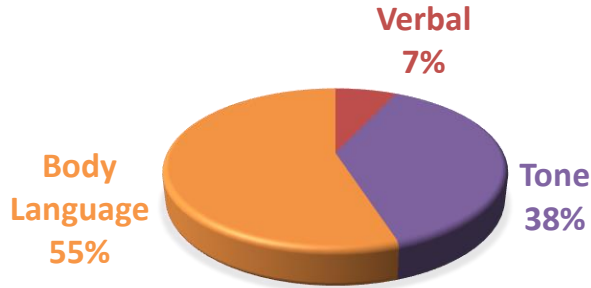


Difficult Conversations

- What is more critical ?
- The information you give ?
- VS
- How you transmit that information ?



How to convey meaning: Verbal and Non Communication



Becoming an expert communicator

- Non-verbals:
- Eyes
- Tone of voice to convey emotion
- Body Language, gestures



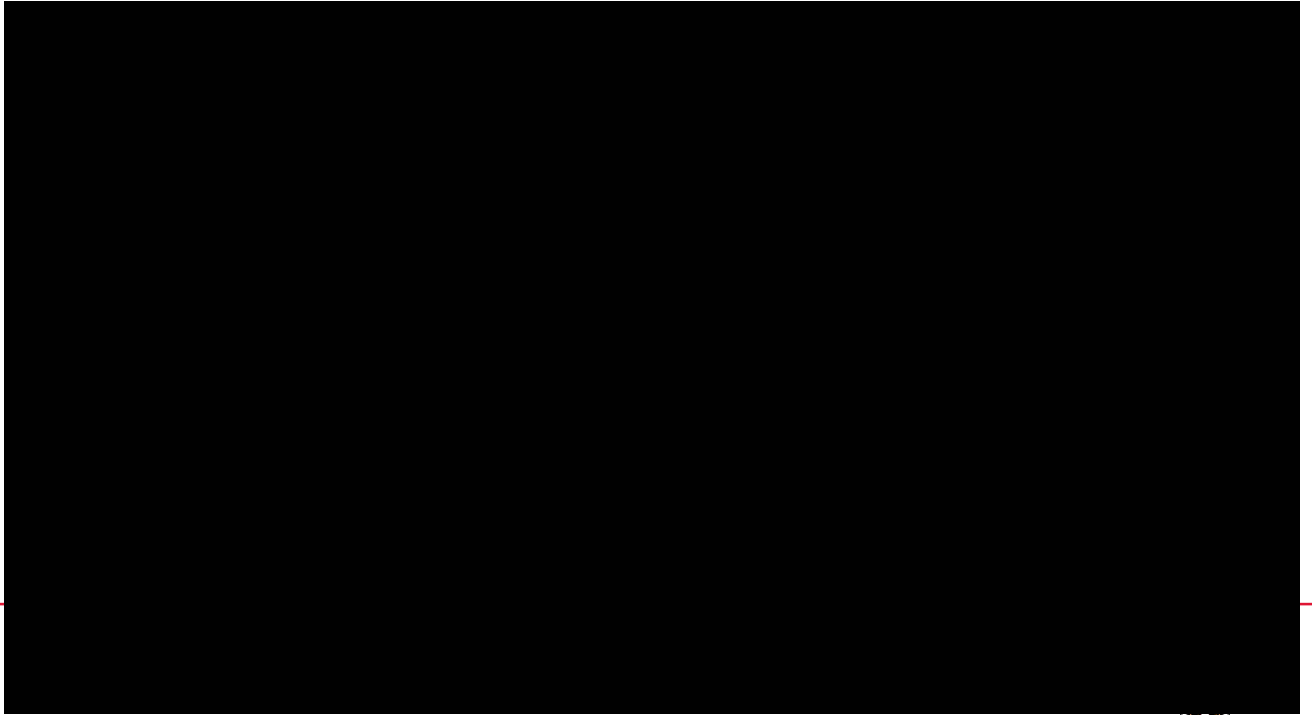
Becoming an expert communicator

- Verbal:
- Think about tone of voice: resonate
- Speak slower than usual
- Use shorter phrases



Can it all be done in 3 minutes ?

Dr Robinson in the ED: Spot the skills

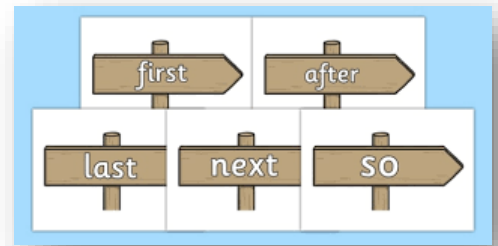


Recipe for a good conversation

- Introduction
- Starting point, no interruptions
- Empathy and apology
- Open and closed questioning
- Screening questions
- Signposting
- Non-verbal skills
- Simple language no jargon
- Periodic summarising
- Summary, 'teach back' and 'safety netting'



'Signposting'



- Im calling to give you your test results.
- I'm going to explain how the procedure will be done
- Warning shot : Im afraid I have some information for you that you may not be expecting...pause...is it ok if I continue ?

Summarising and 'Teach-Back'

- 'Chunk and Check'
- Ok so I'll just go through the main points once more.
- Just to check I've explained this properly to you, can you tell me what you understand from what I've explained so far.....

Empathy

- The art of demonstrating that you 'get' the emotion behind what is being expressed



*How would you like it
if the mouse did that to you?*

Are emotions simple or complicated ?



Inside Out (Pixar)



Emotions have universal meaning



Happiness *Gain something of value*



Sadness *Lose something of value*



Surprise *Something is happening*



Anger *Blocked from getting something*



Fear *Possible threat*



Disgust *Rules are violated*

Every possible emotional overlap in Inside Out

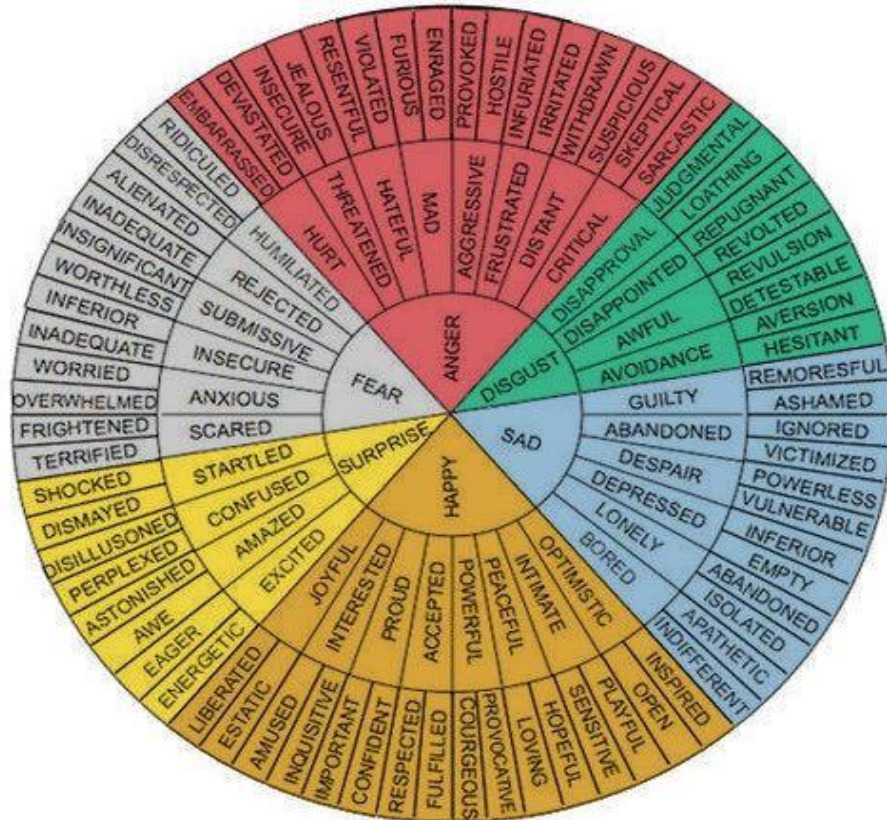
Joy and Sadness make melancholy. But what do the other emotions add up to?



SOURCE: Photos from Disney/Pixar

Vox

Managing Emotions



Use Emotions:
Specific influence of emotions

Emotion	<i>Impact</i>
Anger	<i>Fight</i>
Disgust	<i>Reject</i>
Fear	<i>Avoid</i>
Sadness	<i>Give up</i>
Surprise	<i>Pay attention</i>
Happiness	<i>Explore</i>

Use of Empathy

- Name and demonstrate respect for the emotion
- eg 'I can see that this is difficult for you'
- 'I can see that this delay is very frustrating'



Name it!



Empathy works !



What skills are important for the difficult conversations ? When something is tough.....



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COVID-19

About EACH

Organisation

News

Membership

Events

Resources

Current Projects

Members Area

Forums

FAQ

COVID-19

We hope that you find this page useful to find and share resources for healthcare communication during the COVID-19 pandemic. This is a challenging time for all of us, particularly those working in healthcare professions whether that be in practice or academia. This page points you to existing resources, EACH resources and also opportunities where you can share your experiences or concerns within our friendly EACH community.



EACH Resources

Below are a list of resources that have been developed by and/or in collaboration with EACH. This list will be continually updated with new resources.

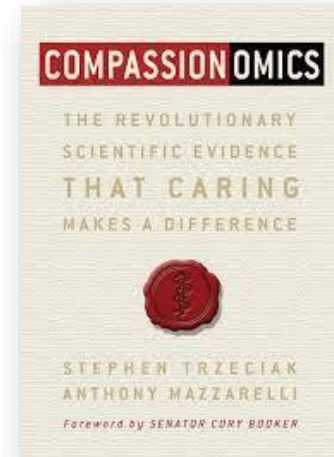
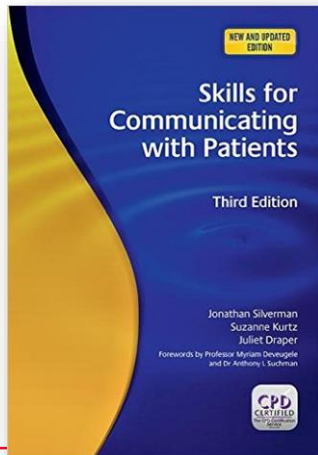
Communication skills for staff wearing Personal Protective Clothing (PPE)

The global COVID 19 pandemic has affected how both patients and clinicians experience face-to-face consultations. This provides guidance on communicating with patients whilst wearing PPE.



Developed by:

Communication and Empathy





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- PGDiploma/MSc in Human Factors in Patient Safety



01 ERROR AND SAFETY IN ACUTE HEALTHCARE

In this introductory module, we take a systems perspective on the issue of patient safety. This is a foundation module, the seminal literature is explored in depth.

02 PERSONAL EFFECTIVENESS AND NON-TECHNICAL SKILLS

This module will focus on the factors that contribute to improving personal effectiveness and team performance in healthcare.

03 LEADERSHIP OF PROCESS AND QUALITY IMPROVEMENT

In this module, the theoretical principles and the practical strategies behind QI will be explored in depth.

04 PROFESSIONALISM AND ADVANCED COMMUNICATIONS

In this module, we explore the key areas of professionalism including relationships with patients and ethical practice. In addition, scholars are introduced to the principles and practice of advanced communication including shared decision-making, obtaining consent, open disclosure, breaking bad news and end of life care.

05 RESEARCH METHODS

The research methods training course will cover the full range of research methodologies including: experimental and quasi-experimental methods, quantitative descriptive/observational research, qualitative and mixed methods research, pragmatic research approaches and research in process and quality improvement. Scholars will apply their skills to the development of a research protocol which will be the basis for their dissertation research.

06 ADVANCED RESEARCH METHODS AND DISSERTATION

Scholars progressing to the MSc in Human Factors in Patient Safety will undertake a research dissertation in year 2. For the dissertation, scholars will conduct an independent research or quality improvement project which will be submitted as a ready for publication research paper plus an extended literature review.