



Improving Communication Amongst Health Care Team and Patients In Respiratory Care

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Why is this topic important

Illness or injury can impact your life dramatically

Many people feel instability and hopelessness when they're sick or injured

Good communication skills can be quite beneficial to the patient as well as the health care team

The goal is to develop trust and a strong relationship with the patient as well as the team



Objectives

Describe the role of communication skills and reducing harm to the patient

Describe ways to enhance the quality and effectiveness of communication

Describe various methods in communication to minimize error and improve patient safety

Describe ways to improve communication with patients

Describe ways to improve communication with other healthcare providers



What is communication?

The ability to communicate clearly and effectively with patients and your teams is vital to improving the safety and satisfaction amongst patients and colleagues

Communication involves conveying and receiving information through a range of verbal and non-verbal means

Communication is much more than talking and listening

Everything from facial expression to body language conveys messages



Pitfalls of miscommunication in healthcare

It has been estimated that 27% of medical malpractice are result of miscommunication

Poor communication can result in decrease in adherence to treatments, patient satisfaction, an inefficient use of resources

Communication both among healthcare team members and between patients and providers is essential to high quality and safe care

Importance of Communication in Healthcare

Medical errors

Patient injury or death

Malpractice lawsuits

Delays in treatment

HIPAA violations

A culture of intimidation

And more...

Case study of interhospital transport of a critically ill child

This case study is credited to <https://psnet.ahrq.gov/web-mm/miscommunication-during-interhospital-transport-critically-ill-child>

A 2-year-old girl was presented with cough, runny nose, and a low-grade fever. The patient was nasal swabbed for COVID which turned out to be negative

The patient went home and the next day her temperature increased to 102.8 Fahrenheit and wasn't responsive to acetaminophen or ibuprofen

Her breathing was labored, and she had a respiratory rate of 50 to 60 breaths per minute and at that point she was taken to a Community Hospital urgent care to the emergency department

Case study of interhospital transport of a critically ill child

At the community hospital she was swabbed for influenza, RSV, and again COVID. All tests turned out to be negative and the chest X-ray was conducted with normal findings

Albuterol was administered and the nasal cannula was prescribed with high flow oxygen

Due to miscommunication amongst the team members, there was a delay in the administration of the high flow oxygen

After several hours at the Community Hospital the patient had a respiratory rate of 60 to 80 breaths per minute, and hypoxic with an oxygen saturation in high 80s. Other observations were grunting and being lethargic

The doctor on staff spoke to the patient parents and told them that this was not a pediatric tertiary hospital which specializes in children and that they could be transferred if they wanted to

For several hours, the pulse oximeter alarm was going off and no kind of interaction was done with the patient

Case study of interhospital transport of a critically ill child

The Community Hospital physician contacted the pediatric intensivist who told them to increase the oxygen flow, administer more albuterol during transport

Because of the vitals of the patient the pediatric intensivists suggested that the transport be done by air and not ground so a flight crew was contacted

During the transport, the flight crew administered high flow oxygen, as well as intravenous steroids

At the tertiary care hospital, the patient was admitted to the pediatric intensive care unit with high flow oxygen, ceftriaxone for bilateral ear infections, and fluids were administered as well as ibuprofen and a set of acetaminophen

She was diagnosed with adenovirus after developing conjunctivitis and bronchiolitis.

After 3 days of continuous monitoring and treatment in the PICU, the patient was alert, responsive, and hungry.

She was taken off supplemental oxygen after about 24 more hours, transferred to a regular pediatric bed, and then discharged to outpatient follow-up care.

Joint Commission recommendation for effective communication and healthcare

Communication both among healthcare team members and between patients and providers is essential to high quality and safe care

Improvement efforts have centered on provider-provider communication during transitions of care or during high-risk periods such as preprocedural time-outs

Patient-provider communication allows for patient activation and their ability to become further engaged in their care

Failure in patient provider communication can result in harm to the patient mostly related to misdiagnosis and medication errors

Good communication results in increased patient satisfaction and decreased stress resulting in improved treatment adherence and compliance



Sorry to say....

Evidence suggests that rather than providers learning these communication skills through medical education, skills related to talking with patients erode over the course of training



Elements of effective communication in patient care

Clear expectation setting

A patient-centered approach to communication that ensures patients play an active role in the dialogue

Expression of empathy

A focus on clear information exchange and patient education that promotes the understanding and retention of key information



Effective communication in patient care

Clear patient expectation setting

Many times, patient expectations are clear and it's easy to communicate this process

Chronic medical conditions represent a problem with a patient's thoughts and expectations

Be honest about the prognosis of the patient and the treatment management you're giving them

Offer the patient ample time to explain their feelings and show compassion

What is meant by a patient centered approach?

Patient safety guides all decision making.

Patients and families are partners at every level of care.

Patient- and family-centered care is verifiable, rewarded and celebrated.



Effective communication in patient care

A patient-centered approach to communication that ensures patients play an active role in the dialogue

Elements

Patient safety

Families as partners

Disclosure of unanticipated outcomes

Hospital staff need to be licensed and demonstrating skills and knowledge with patient centered care

Effective communication in patient care

Expression of empathy

Clear expectations

Patient retention of key information

Effective communication in patient care

A focus on clear information exchange and patient education that promotes the understanding and retention of key information



Barriers of communication go both ways

What would be some concerns of a patient when communicating with a healthcare practitioner?

Age differences

Gender differences

Cultural differences

Anxiety, pain, physical discomfort

**Common barriers in
communication in healthcare**

Common barriers in communication in healthcare

Let's take it from the point of view of a healthcare worker: what can be some barriers there?

Age difference

Unfamiliarity with patient's medical condition

Cultural differences


Medical language differences

Being overworked

Staff shortages

Unsuitable environmental condition such as a shared room





Best practices to communicate with a patient

Establish rapport

Be empathetic

Use plain language

Ask questions

Personalize the exchange

Allow time

Be organized

Effective communication techniques with patients

Build rapport with patients by sitting down and listening to what they have to say

Ask open-ended questions described in the BATHE technique which guides patients' questions

Background

What's going on today are you feeling?

Affect

Ask the patient how is this impacting them emotionally?

Trouble

Ask what really is troubling them most today about their medical condition?

Handling

Ask the patient how are they handling this so far are they managing their emotions?

Empathy

Show the patients that you are really listening to what they say and you are genuinely concerned

Best practices to communicate with healthcare team

Active listening

Empathy

Introduction

Situational awareness

Questions

Nonverbal Communication to the Patient

Facial expressions

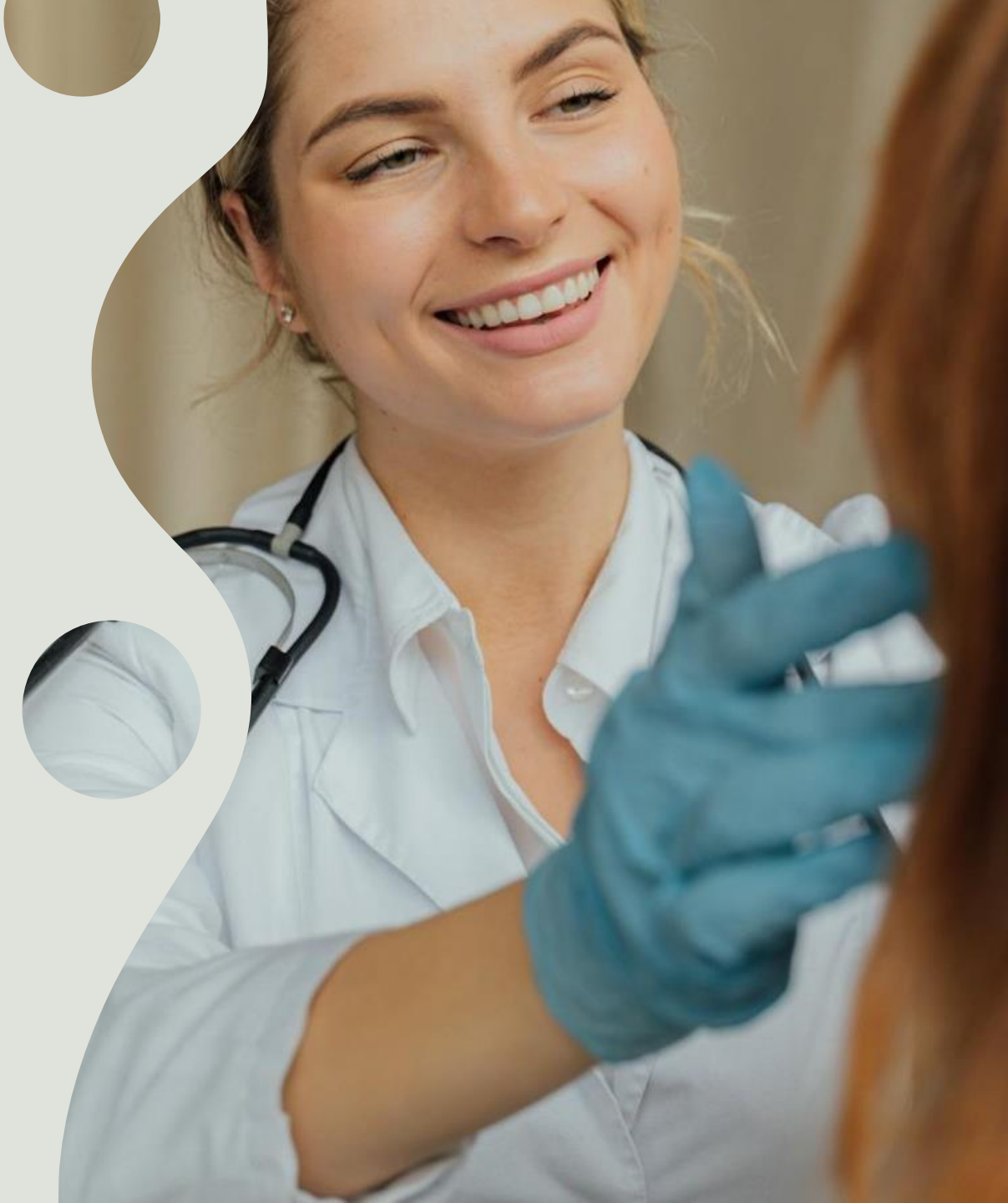
Nodding

Posture

Eye contact

Appearance

Touch



Managing an angry patient

Look for the signs

Act fast

Document

Keep your cool





Summary

One of the best ways to improve patient satisfaction is via good communication

Pay attention to language and culture

Nonverbal communication is everything

Be a professional

References

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