Welcome

The Nuts and Bolts of Effective Communication

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1pm-2pm

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The session will be recorded. The session will begin shortly.
NATIONAL TELENURSING CENTER
Transforming The Care of Sexual Assault Survivors

OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance Center
Goals and Objectives

- **Goal:** Improve the provider’s ability to communicate effectively during a telenursing patient encounter.

- **Objectives:**
  - a. Explore the role of communication with the NTC and remote site providers in a telemedicine environment
  - b. Identify the learning styles of remote site providers and the impact on clinical services
  - c. Evaluate communication styles to foster critical thinking in real-time patient encounters
  - d. Develop skills to become an effective clinical educator when discussing complex clinical issues
Basic Assumptions

- Everyone is doing their best
  - “Humans want to do the right thing in the right place and at the right time in the right way” (MacIntyre, 1981)
- We learn more from our failures than our successes
- We can’t teach them everything so we better teach them how to think!
Gentle Interruptions

- Evaluate habits and routines that are reproduced without conscious intent
- Inspire critical thinking skills
- Use Visual and verbal devices to engage the site providers
- Model creative and critical thinking skills
Dichotomous VS Dialectical

- Either / OR thinking
  - Forces a choice between “opposite” ideas and supports the status quo
- Examining multiple and competing perspectives
  - Deepen inquiry into issues and encourages their appreciation of the inherent complexity
Nurturing and Critiquing

- Active Listening
- Comfort with Silence
- Body Language matters
- Open dialogue
Getting to Know You

- Background and prior experience
- Thoughts and feelings about the “precepted experience”
- Expectations for the clinical encounter and perceptions of expectations of them
- Anticipated challenges
- Develop the “two-way street”
  - Share your perceptions/expectations and philosophy
The Clinical Contract

- **NTC Educator**
  - Organize and provide a suitable learning environment
  - Provide regular encouragement
  - Provide critical support

- **Remote Site Provider**
  - Mindfully observe practice
  - Share critical reflections
  - Remain open to self-correction, practice and improvement
Clinical Challenges

- According to Killan et al:
  - Unsafe clinical student
    - ineffective interpersonal interactions
    - knowledge and skill incompetence, and/or
    - an unprofessional image.
CONFLICT

- Conflict is everyone’s responsibility
- Anticipating when conflict may occur
- Remain focused on issue rather than personal problems is a shared task
- Providing constructive criticism – avoid the
- Practice critiquing
People generally remember... (learning activities)

- 10% of what they read
- 20% of what they hear
- 30% of what they see
- 50% of what they see and hear
- 70% of what they say and write
- 90% of what they do.

People are able to...
(learning outcomes)

- Define
- List
- Describe
- Explain
- Demonstrate
- Apply
- Practice
- Analyze
- Define
- Create
- Evaluate

Passive Learning
Active Learning
Learning

- According to Afrin and Cormier:
  - Today’s Learning needs to be
    - Transformative
      - Critical analysis
      - Collaborative dialogue and empowerment
      - Not settling for “that’s the way we do it here”
  - Narrative
    - Using lived experiences
    - Case studies
    - Role playing
  - Techno-literacy
    - Multiple ways of knowing
    - Clinical journaling
    - Encouraging the “so what” approach
Putting It all Together

- Before the Pre-Encounter
  - HUDDLE
    - Knowledge base
    - Skill level
    - Patient history
    - Role Play
    - Negotiating interruptions
In the Room

- Supportive and Instructive
- Balance Proximity and Distance
- Role Model
- Interrupting judiciously
Communication

- Advocacy
  - Observation and assertion

- Inquiry
  - Curiosity
    - FRAME

FRAME ACTION RESULT
Post Encounter Debriefing with Good Judgment

- Monsters Inc Debriefing
The “Best” experiences

- Are carefully examined
  - Before
    - HUDDLE
  - During
    - GENTLE INTERRUPTIONS
  - After
    - DEBRIEFING
Our Goals

- Site providers realize their potential
- Site providers gain skills and competencies
- Site providers are prepared to function independently in their new role
  - With excitement and enthusiasm
  - Confident in their ability to provide quality patient-centered care
Ready?


More Nuts and Bolts on Communication Using Telemedicine

NONVERBAL COMMUNICATION

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www.ovcttac.gov
How many times have you used telemedicine?

- 0
- 1-5
- 5-10
- 10-20
- >20
Staging

• Framing
  • Eyes should always be in the top 1/3 of the screen
  • Hand gestures are good (most of them 😊)
What’s wrong with this picture?

Head too low

Resting head on hand
What’s wrong with this picture?

• DON’T LOOK DOWN
What’s wrong with this picture?

• Looking to the side

• Lighting
Sitting back too far, facial expression, arms crossed
Is this what we look like in the middle of the night when we’re on call???
Distracting Sounds