


Disclosure Information
Talking About What Matters Most:
Advanced Communication Skills
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Continuing Medical Education committee members and those involved in the planning of this CME Event have no financial relationships to disclose.

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I have no financial relationships to disclose.
I will not discuss off label use/or investigational use in my presentation.



Talking about what matters most:
Advanced communication skills

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Disclosures

- None




Objectives

- Review a framework for discussing goals of care in the context of dialysis.
- Practice advanced communication skills with a simulated case.



"The single biggest problem in communication is the illusion that it has taken place."

--George Bernard Shaw



Communication

- What are some common barriers you perceive to effective communication regarding goals of care?



Goals of Care: an overview

- Elicit the patient's understanding
- Expect emotion and respond
- Address uncertainty: dealing with prognosis
- Elicit big picture values and goals
- Make a recommendation: support the patient

Schell, JO and Arnold, RM. *Sem Dialysis*. 2012; 25 (6): 611-616




Communication Tools

- Ask-Tell-Ask
- Recognizing and responding to emotion:
NURSE

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Step One: Understanding



- Ask: what does the patient understand?
- Tell: Give information in small chunks/fill in gaps
- Ask: How well did the patient understand the information?

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Recognize and respond to emotion

- Name the emotion
- Understand the emotion
- Respect the patient (praise)
- Support the patient
- Explore the emotion


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Dealing with prognosis

- Address uncertainty
- Elicit information preferences (how much does the patient/family want to know?)


Schell, JO and Arnold, RM. *Sem Dialysis*. 2012; 25 (6): 611-616



Elicit big picture values and goals

- Open-ended questions
 - Functional status
 - Quality of life
 - Outlook on the future

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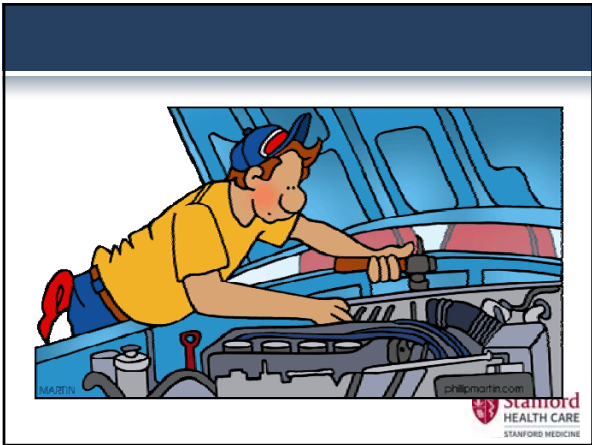


Make a recommendation

- Support the patient
- Address potential fears/concerns
 - If dialysis were to stop, what sorts of concerns do you have?

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Communication