

Communication Skills Education Videos for Health Professionals

These video resources have been produced by Cancer Council WA, Palliative and Supportive Care Education (PaSCE) Communication Program Faculty in collaboration with clinicians from acute care, community and aged care sectors.

This case scenario based training resource is made up of three series of videos. They were produced in response to the unfolding COVID-19 pandemic. They enable the viewer to observe clinical conversations with patients, family members and carers regarding **Goals of Patient Care**, **Advance Care Planning** and **End-of-Life discussions**. *This is a communication education resource and is not a clinical guide to treatment and was not filmed in clinical settings.*

Thank you to the following clinicians for generously contributing their skills, knowledge and reflections to produce these videos:

Dr Peter Allan – Intensive Care Registrar

Lou Angus – Palliative Care Nurse Practitioner

Iris Barten – Clinical Supervisor Allied Health

Grace Buchanan – Manager Palliative and Supportive Care Education

Claire Doyle – Palliative Care Nurse Practitioner

Dr Derek Eng – Palliative Care Physician

Dr Felicity Hawkins – Geriatrician & Palliative Medicine Specialist

Dr Lucy Kilshaw – Consultant Geriatrician & Director of Postgraduate Medical Education

Professor Fiona Lake – Respiratory Physician

Dr Ayesha Marshall – Intensive Care Advanced Trainee

Dr Henrique Nicola – Intensive Care Advanced Trainee

Dr Anil Tandon – Palliative Care Physician

Dr Luke Torre – Adjunct Professor, Intensive Care Specialist



Purpose

These videos provide opportunity for health professionals to view and learn from communication in action, as demonstrated by experienced doctors, nurses and social workers, with a simulated patient, relative or carer.

Throughout the videos, you will be able to observe the application of evidence-based communication skills and techniques that can be translated and applied to everyday practice. The clinicians also reflect on their experience of having the discussions.

It is recommended that reflective notes are made (*e.g. see stages of **Gibb's Reflective Cycle** on the last page*), and that you return to this PDF to watch subsequent videos.

Communication frameworks and techniques are demonstrated in these videos:

ICE

Ideas “What do you think might be happening?”

Concerns “What are you concerned that it might be?”

Expectations “What are you hoping we might be able to do about this?”

Reference: Silverman et al (1998)

REMAP

A Framework for Goals of Patient Care Conversations

Reframe the situation

Expect emotion (NURSES)

Map out important values

Align with the patient and family

Plan treatments to uphold values

Reference: Childers et al (2017)

N.U.R.S.E.S.

Name the emotion “It sounds like...”

Understand the core message “if I understand you correctly...”

Respect/**R**eassurance at the right time “I can see that...”

Support “We are here for you...”

Explore “Tell me more ...”

Silence

Reference: Back et al (2009)

Ask-Tell-Ask

Ask the patient what his or her understanding of illness is. Explore their hopes and fears/concerns.

Tell the patient new information that adds to what they already know.

Ask them what they understand from what you have told them. Clarify their goals and expectations before any decision making discussion.

Reference: Department of Health WA (2015)

Video Series One

Scenario

Alison Vandiver

Alison is a dental nurse and a single mother of two children aged 10 and 12 years. Her parents live nearby. Two years ago, she was diagnosed with “triple negative” breast cancer and had a lumpectomy and axillary clearance with adjuvant chemotherapy and radiotherapy. She had a good response.

In these videos, Alison has presented to hospital with increasing shortness of breath and a recent positive test for COVID-19. Her condition was deteriorating and oxygen demands were increasing.

To plan Alison’s ongoing care, clinicians needed to better understand her values and preferred goals of care.

Settings

Acute care, intensive care unit (ICU) and palliative care.

Content

Goals of Care, treatment preferences and decision outcomes.

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VS1.1: Preparation for ICU - Respiratory Physician

youtu.be/NQxp43IAKxl



VS1.2: Preparation for ICU - ICU Advanced Trainee

youtu.be/olG58VTrqD4



VS1.3: Goals of Patient Care Discussions - ICU Trainee

youtu.be/e5C3iwPtKCE



VS1.4: Goals of Care Family Phone Discussions - ICU Specialist

youtu.be/kxrenpHK2oA



VS1.5: Goals of Care Family Phone Discussions - ICU Trainee

youtu.be/lpHjrD0C1ds



VS1.6: Goals of Patient Care Discussions - Social Worker

youtu.be/bYxVe7_clx4



VS1.7: Goals of Care Not for ICU - ICU Registrar

youtu.be/9b7pY_qd3CA



VS1.8: End-of-Life Planning - Palliative Care Physician

youtu.be/dbTVKKjODSw

Video Series Two

Scenario

John Baxter

John was diagnosed with emphysema and chronic obstructive pulmonary disease 12 years ago.

He is a widowed husband of Joan who died of lung cancer 10 years ago. He has two sons; one lives interstate and the other has a very busy work and family life. He has been managing to live alone with the support of a home care package.

John is under the care of a Respiratory Physician who knows him well. He has been deteriorating over the last few months and now has cardiac failure. He knows his condition will not improve and has limited time.

Settings

Respiratory ward and outpatient clinic.

Content

Goals of care, eliciting patient values, end of life

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VS2.1: Early GoPC Outpatient Clinic - Respiratory Physician

youtu.be/-U_r83amtxA



VS2.2: Eliciting Patients Values Inpatient - Social Worker

youtu.be/IEyTrTGFMgw



VS2.3: End of Life Conversations Inpatient - Consultant Geriatrician

youtu.be/q5vbnxMfDj0

Video Series Three

Scenario

Jenny Anderson

Jenny is David Anderson's daughter. David is a resident of Surevale aged care facility in WA. He is 80 years old, has early signs of dementia, cardiac failure and recently had a stroke.

David also has two other children who live in NSW and are unable to visit due to COVID-19 restrictions. Therefore, Jenny has enduring power of guardianship for her father.

Until three months ago, Jenny was David's main carer with no other support. She is very protective of her father, especially since her mother died over twelve months ago. She also has two teenage sons and is separated from their father.

As David's needs have increased, Jenny has struggled to continue to care for him at home. She has felt guilty ever since moving her father to Surevale.

Settings

Residential aged care facility.

Content

Making care choices, end of life, responding to strong emotions

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VS3.1: Care Choice Conversations - Consultant Geriatrician and Palliative Medicine Specialist

youtu.be/dufe12K0TDc



VS3.2: End of Life Conversations with the family - Consultant Geriatrician

youtu.be/hVAo0STtXKs



VS3.3: Managing Strong Emotions - Nurse Practitioner

youtu.be/Xtl1UxZMUd0

Face-to-face communication skills training

To register for a face-to-face communication workshop go to the
PaSCE Health Professionals Calendar

We need your feedback

Let us know what you thought about the communication videos by completing a brief **evaluation form** - *Thank you.*

[Evaluation form](#)

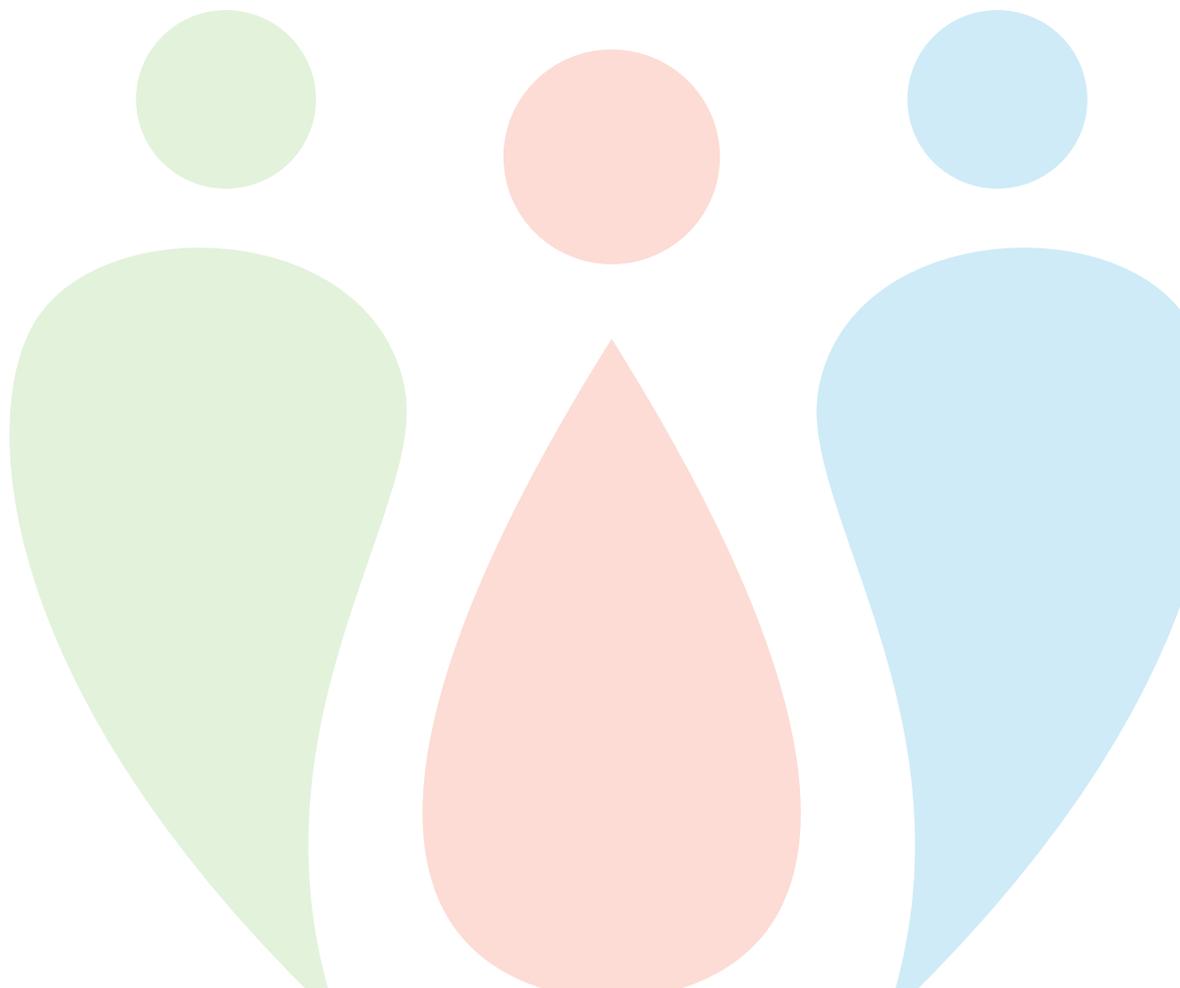
For other information or to be added to our mailing list please contact:

Palliative and Supportive Care Education (PaSCE)

420 Bagot Road, Subiaco, WA, 6008

Phone: 08 9382 9300

Email: pasce@cancerwa.asn.au



The six stages of **Gibb's Reflective Cycle**:

- **Description** of the experience.
- **Feelings** and thoughts about the experience.
- **Evaluation** of the experience, both good and bad.
- **Analysis** to make sense of the situation.
- **Conclusion** about what you learned and what you could have done differently.
- **Action** plan for how you would deal with similar situations in the future, or general changes you might find appropriate.

References

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