Relationship-based Communication: Engaging our Patients in Their Care

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RN Communication Questions on HCAHPS Survey

• How often did nurses treat you with courtesy and respect?
• How often did nurses listen carefully to you?
• How often did nurses explain things in a way you could understand?
We
Ours
Us
Small Group Discussion

**Group 1:** How does our communication influence our connection with our patients and guests?

**Group 2:** How does our communication influence how patients care for themselves when home?
Evolution of How We Communicate Our Care

A Philosophical
How do we view our patients?

It’s a Partnership!
What does “partnership” look like in our care evolution?

Evolve From... **To** and **For** the Patient

**Task Behaviors**

To **With** the Patient

**Relational Behaviors**
Mindfulness: Group Discussion

Before you enter a patient’s room, how do you prepare yourself to communicate?
An Avagard moment

By Jan Zisman 😊
How do patients hear OUR common language?

Barrier for Discharge

Skilled Need

Support Systems

Rehab

PCP

GIP

SNF

LTAC

Palliative Care

Homecare

DC’d
What does the patient “hear” in this explanation?

**SAMPLE Traditional:**
- You have a skilled need so we need to set up home care.

**Sample:**
- I’ve been able to talk to your doctor about your need for IV antibiotics when you leave the hospital.
- Let’s chat through some options and what will work for you.
What does the patient “hear” in this explanation?

**SAMPLE Traditional:**
- You need homecare.

**Sample:**
- When you get home, your Homecare company is going to call you to set up an appointment. During your appointment, you will discuss what services are available to help you.
How does the patient “experience” our communication?
Reflection

• What are you noticing now about your communication through this discussion?
Curiosity
Is the wick in the candle of Learning

--William Arthur Ward
How to ask insightful questions?

• What is most important for you as you prepare to return home?
• What does success look like for you with this care plan?
• What potential challenges might you face with this care plan?
AND, It’s...

Curiosity

Without

Judgement
Large Group Discussion

What types of questions convey judgement?
Questions promoting a relationship with great communication

**SAMPLE Traditional:**
- What means do you have to pay for your medications?

**Sample:**
- What potential barriers or challenges might you have in getting your medications when you leave the hospital?
How does this message translate?

“I want to explain things in a way you can understand.”
What is an effective “Teach back” lead-in?

- “Walk me through...”
- “What is your understanding...”
- “What would you like to understand better?”
- “How do you...”
- “Share with me what you have found most helpful to you in preparing to go home.”
Reflection

Based on today’s discussion,

• What is one or two communication practices that you commit to strengthen with your patients and families?
Advice from a Patient

This may be a normal day at work for you, but it is a big day in my life.

The look on your face and the tone of your voice can change my entire view of the world.

Remember, I am not usually this needy or scared.

I am here because I trust you, help me stay confident.

I may look like I am out of it, but I can hear your conversations.

I am not used to being naked around strangers. Keep that in mind.

I am impatient because I want to get out of here. Nothing personal.

I don’t speak your language well. You’re going to do what to my what?

I may only be here for a few days, but I will remember you the rest of my life.

Our patients need our patience.