

Teaching Compassionate Communication to Health Care Professionals

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Objectives

- Identify five specific levels of communication and how they are a part of healthcare communication.
- Describe the listening process and how the use of perceptual positions can increase the quality of a clinical encounter.
- Demonstrate increased knowledge of specific practices that make communication compassionate and how to teach those practices to clinicians.

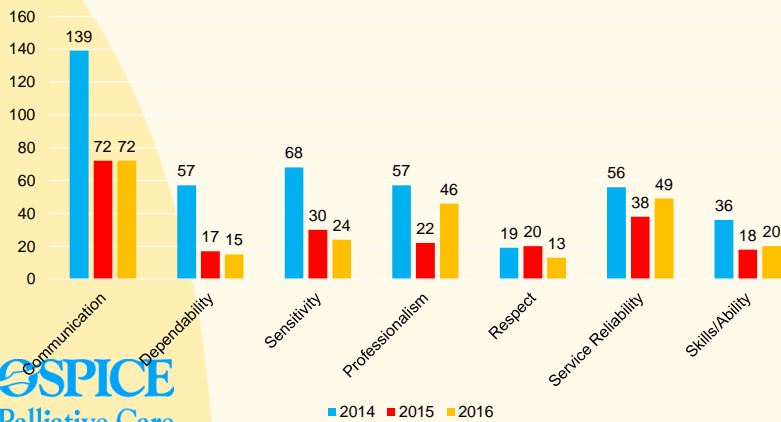


In the Beginning

- ... how this training came about

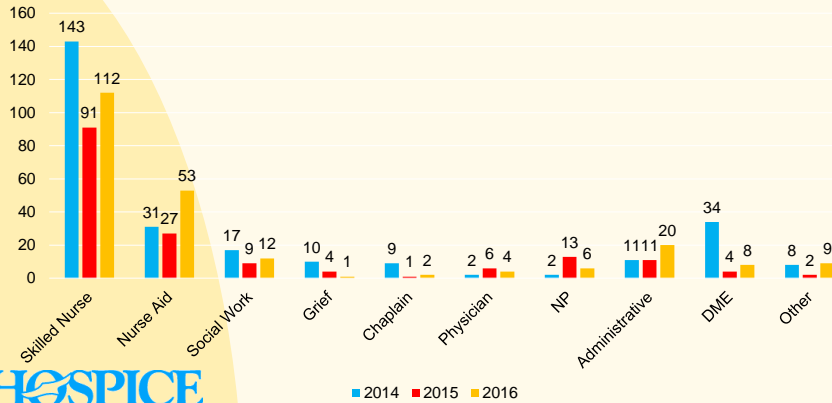


All teams Concerns per Nature of Concern for 2014 - 2016



Please note - Every concern may have more than one Nature of Concern involved

Consumer Concern per Functional Area for 2014 - 2016



* Please note: Every concern may have more than one Functional Area involved

How important is it?

- A survey of 800 recently hospitalized patients and 510 physicians found broad agreement that compassionate care is very important to medical treatment. However, only 53 percent of patients and 58 percent of physicians said that the health care system generally provides compassionate care.

Lown, Rosen and Marttila- Health Affairs, September 2011, vol. 30 no. 9 1772-1778



Curriculum at Warren Alpert Medical School of Brown University

- Designed “Schwartz Communication Sessions” for the mandatory 2-year pre-clerkship doctoring course.

Renee R. Shield, Iris Tong, Maria Tomas & Richard W. Besdine in *Medical Teacher*, Vol. 33, 2011- Issue 8



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Biomedical and Biopsychosocial Communication Styles

- Study of articles published between 1999 and 2005 using six data bases, led by Karen Dearing and colleagues of Brigham Young University, with the search terms Nurse Practitioner, Communication Styles, Patient-centered and Outcome... found 17 articles...

Cody R. Charlton, Karen S. Dearing, Judith A. Berry & Mary Jayne Johnson" *Journal of the American Academy of Nurse Practitioners* 20 (2008) 382-388



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Two Questions From the HPCCR Training

- How do you respond to a patient who asks 'have you ever been through anything like this before?'
- How do you respond to a patient who says 'I'm not going to get better, am I?'



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Compassion as a Way of Seeing

The Four Divine Abodes

Love
Compassion
Sympathetic Joy
Equanimity



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Activity and Discussion

- Implicit Bias

What is Compassion?

An emotion that is a sense of shared suffering.

A desire to reduce the suffering of another.

An act of showing special kindness to those who suffer.

Seeing human beings as equally worthy

It is characterized through **actions** (a person acting with compassion will seek to aid those they feel compassionate toward).

Ways to Develop Compassion

- ✓ Examination and reflection
- ✓ Calm your inner life/clear your mind
- ✓ Before visit, stop and breathe
- ✓ Set your intention
- ✓ Focus; be mindful
- ✓ Maintain awareness
- ✓ Put yourself in that situation, mentally, emotionally, socially and spiritually.



Levels of Communication

- ◆ Intrapersonal Communication
- ◆ Interpersonal Communication
- ◆ Group Communication
- ◆ Public Communication
- ◆ Non-verbal Communication



Source information: Last name, first initial, Article title, year, (Journal/issue number), pages numbers.

Intrapersonal Communication

- ...the individual is his/her own receiver, providing feedback to him or herself in an ongoing internal process

Visual

Auditory

Kinesthetic

- Learning to challenge our intrapersonal communication is where we learn, change and grow into compassionate clinicians.

Other Levels of Communication

- ◆ Interpersonal Communication
- ◆ Group Communication
- ◆ Public Communication
- ◆ Non-verbal Communication

Non-verbal Communication

- In many cases, we communicate information in non-verbal ways using groups of behaviors (for example, we might combine a frown with crossed arms and unblinking eye gaze to indicate disapproval).



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Types of Nonverbal Communication

- Facial Expression...
- Common Gestures
- Para-linguistics (tone, volume, pitch)
- Body Language
- Proxemics (need for personal space)
- Touch
- Eye Contact
- Appearance (color, clothing, hairstyle, etc.)



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A two-way street

- Nonverbal communication plays an important role in how we convey meaning and information to others **as well as how we interpret the actions of those around us.**
- Sometimes it is inaccurate
- Sometimes it is the most accurate!

Let's talk about listening

Three Levels of Listening

- Marginal Listening
- Evaluative Listening
- Active Listening

**The kind of listener we are
sometimes depends on our
perceptual position.**

1ST Perceptual Position:

- ◆ Self- from one's own eyes –totally self-referenced- looking at the world from ones own viewpoint.



2nd Perceptual Position:

- ◆ From eyes of another person–walking in the other person's shoes or situation.



3rd Perceptual Position:

- ◆ Allows us to answer the question- Is this a compassionate, yet professional encounter?



The dangers of being stuck



Utilization of the Internal Representation System for Positioning.

- Visual- seeing beyond the initial view
- Auditory- hearing beyond the map and into the territory
- Kinesthetic- feeling/sensing informed by compassion



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Discussion

- Can you recall specific examples of non-compassionate care, whether provided by yourself, or others?



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Specific examples of opportunities for communicating with more compassion



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Medical Eligibility

- Mrs. Gold came under hospice care in October of 2015 with a diagnosis of Neoplasm of uncertain behavior of trachea, bronchus and lung with comorbidities within the hospice plan of care. With her diagnosis changed to Unspecified Severe Protein-Calorie Malnutrition, she was discharged in August of 2016 after having gained ten pounds in the benefit period. “How can a 96-year-old woman be discharged from hospice,” the daughter said and went on to appeal four times. “And why weren’t we offered anything else? You just dropped us. You dropped my mom like a hot potato!”



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Service Recovery/Real Time Documentation

- “Who is this nurse and why is she always on her computer. She looks at mom, then her computer, then mom, and then is on her computer the rest of the time she is in the room. Mom’s got sores this one doesn’t know about. Does she see anything at all? I thought health care was about the whole person, but this one cares for the whole computer. What’s up with that?”



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Community Relations

- “I don’t understand why we keep hospice around. That team acts like they are better than us. We know a little bit about symptom control and pain management, too. I’ve never had one single hospice person thank me for the job I do. And they want you to drop everything and talk to them because they have to get to their next place. And I think they get a lot of money. For what? Who do they think they are?”



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Patient/Family Rights to Want

- “I told that nurse Dad needs a lift chair, several new medicines, therapy for his legs, a better bed, evaluation of his oxygen and a couple of other things and all she could say was ‘we’ll have to talk about that’ and then she left five minutes later. What does that mean? Are you going to take care of my Daddy or not?”



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Coping Skills

- “Please don’t turn me in. I’ve got so much going on at home. I know I shouldn’t have told all that stuff about my troubles to the patient’s husband, but he seemed to understand and I just needed someone to talk to. I love my job and I want to be the best, but sometimes I just don’t know how to deal with it all.”



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Putting it all together

- Who, What, When, Where, Why and How of Teaching Compassionate Communication to Health Care Professionals.



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A Very Incomplete List of Sources Recommended:

"Blindspot: Hidden Biases of Good People" by Mahzarin R. Banaji and Anthony G Greenwald

"Mindfulness" by Joseph Goldstein

"The User's Manual for the Brain" by Bob G. Bodenhamer and L. Michael Hall

"I'm Here: Compassionate Communication in Patient Care" by Marcus Engel

"How to Practice: The Way to a Meaningful Life" by His Holiness the Dalai Lama and Jeffrey Hopkins, Ph.D

"An Agenda for Improving Compassionate Care: A Survey Shows About Half of Patients Say Such Care is Missing" by Beth A Lown, Julie Rosen and John Marttila in Health Affairs September 2011, vol. 30,no.9, 1772-1778

"Teaching Communication and Compassionate Care Skills: An Innovative Curriculum for Pre-Clerkship Medical Students" by Renee R. Shield, Iris Tong, Maria Tomas & Richard W. Besdine in Medical Teacher, Vol. 33, 2011- Issue 8

"Nurse Practitioners' Communication Styles and Their Impact on Patient Outcomes: An Integrated Literature Review" by Cody R. Charlton, Karen S. Dearing, Judith A. Berry & Mary Jayne Johnson" Journal of the American Academy of Nurse Practitioners 20 (2008) 382-388

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