

# Palliative Care On-Line Communication Workshop

## Participant Handbook

### Introduction

Thank you for participating in the Palliative Care On-Line Communication Workshop today.

This workbook is a very important part of your learning today. This guidebook contains:

- Skills to practice (learning objectives)
- Roles and assignments – you can adapt the role
- Space for taking notes: the line down the middle allows you to track the back and forth of the conversation. For example:

*Tell me what's brought  
you in today?*

*Tell me more.*

*I think I might have  
cancer.*

The mission of the Palliative Care On-Line Communication Workshop is to improve patient experience by building the skills and confidence of physicians, NPs and PAs in phone and video encounters.

## On-Line Communication Skills to Practice

		Phone	Video – add:	
Build trust	Prepare	Attend to technical details	Quiet/Private Quality connection	Appearance like a portrait Camera at eye level Lighting/Attire/Mayo badge Background Try to avoid mask Try to have just one person/screen
		Know your material	Review the chart Speak with specialists	
		Pause beforehand	Review mental checklist Center yourself	
	During	Acknowledge all present	Introduce yourself and your reason for calling Ask their understanding of the situation	In a family meeting: Welcome all by name and role Confirm all can hear Explain possible glitches (cutting each other off, poor connection) and ask for understanding. Reassure of confidentiality Clarify agenda, time available
		Style	Speak calmly, clearly and at appropriate education level Be present in the moment/Be authentic Strive for warmth/Audible nod: “Mmmm.” Pause for reflection Remember that listeners can “see” you Explain pauses: “I’m reviewing your labs.”	Look naturally at camera Facial expressions convey emotion: <ul style="list-style-type: none"> <li>• Curiosity – raised eyebrows</li> <li>• Concern – furrowed brow</li> <li>• Surprise – wide eyes</li> <li>• Listening – head tilt or nodding</li> </ul>
	After	Closure	Thank them Summarize Provide contact information Ask for other questions or concerns	Family members want to be heard; let them know you listened.
Connect	Find common ground	Personalize, small talk Listen for bids for connection		
	Treat with dignity	Respect is earned; dignity is a birthright		
	Reflect with empathy	Active or reflective listening mirrors what is said. Empathic reflective listening mirrors what is felt.		
	Deal with strong emotions “N.U.R.S.E.”	<u>N</u> ame the emotion <u>U</u> nderstand <u>R</u> espect/praise the patient/family <u>O</u> ffer support <u>E</u> xplore other thoughts		
Share serious news	Share prognosis – “I.K.E.” of “S.P.I.K.E.S.”	Obtain <u>i</u> nvitation Share <u>k</u> nowledge: Warning signal/Pause/Headline <u>E</u> xpect emotion and empathize - ask		
	When at an impasse “R.E.M.A.P.”	<u>R</u> eframe – we are in a new place <u>E</u> xpect emotion – respond with empathy <u>M</u> ap what’s important <u>A</u> lign with patient values <u>P</u> lan next steps together		
	Natural dying process	Organ functions decline Brain secretes endorphins Fluids and food can cause discomfort Comfort medicines are safe Hospice helps to ensure a smooth landing		

## Session 1 Informing Family

### Skill to practice

- Prepare
- Introductions
- Inform and answer questions

### Role

### Assignment

Physician

Needs to call an out-of-state family member to inform them that their vibrant 82 year old mother is hospitalized for a broken hip from a fall. The orthopedist is still evaluating her. She has full capacity.

Family member

Be prepared to ask questions  
How serious?  
How did it happen?  
What are her odds?

Notes



## Session 2

### Delivering Serious News

#### Skills to practice

- Obtain invitation
- Warn – pause - headline
- Empathize

#### Role

#### Assignment

Physician

Needs to call family member(s) to inform them that their mother is still on the ventilator 4 hours after hip surgery with worsening ABGs.

Family member

Be prepared to ask questions and respond with emotions of your choice:

- Disbelief
- Anger
- Frustration
- Disappointment
- Grief

Notes

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## Session 3

### Changing the Course

#### Skills to practice

- Reframe
- Expect emotion
- Map what's important
- Align with patient values
- Plan next steps

#### Role

#### Assignment

Physician

Needs to call an out-of-state family member to inform them that their mother appears brain dead and seek their permission to extubate and place on comfort measures only.

Family member(s)

Be prepared to ask questions and respond with an emotion of your choice.

Notes



## Session 4 Dying Patient

### Skills to practice

- Explain
  - Natural dying process
  - Fluids and food
  - Medication
  - Hospice
  - Transfer

### Role

### Assignment

Physician

Need to call family member(s) to inform them that their mother was extubated and somehow continues to breath on her own. She remains unresponsive with no urine output.

Family member(s)

Be prepared to ask questions and respond with emotion of your choice.

Notes



**Session 5**  
**Informing Family About Covid**

**Skills to practice**

- Prepare
- Introductions
- Inform and answer questions

**Role**

**Assignment**

Physician

Need to call family member(s) to inform them their father who is in a nursing home, who they have not been able to visit for 6 weeks, has a fever. His Covid test is not back yet and until it is he is being kept in strict isolation.

Family member(s)

Be prepared to ask questions and respond with emotions of your choice.

Notes



## Session 6

### Changing Course with Covid

#### Skills to practice

- Reframe
- Expect emotion
- Map what's important
- Align with patient values
- Plan next steps

#### Role

#### Assignment

Physician

You need to call family member(s) to inform them that their father in ICU is failing intensive respiratory therapy and proning and now must be intubated or moved to comfort measures only.

Family member(s)

Be prepared to ask questions and respond with emotion of your choice.

Notes

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**Session 7**  
Dying Covid Patient

**Skills to practice**

- Explain
  - Natural dying process
  - Fluids and food
  - Medication
  - Hospice
  - Transfer

**Role**

**Assignment**

Physician

You need to call family member(s) to inform them that their father was moved to the regular medical floor for comfort measures only. He is minimally responsive with no urine output and he appears comfortable.

Family member(s)

Be prepared to ask questions and respond with an emotion of your choice.

Notes

