

Personal Support Worker Community of Practice Series

Essential Communication Skills Part 1



Presenters: Tracey Human and Diane Roscoe

Date: November 30th, 2021

Territorial Honouring



The Palliative Care ECHO Project

The Palliative Care ECHO Project is a 5-year national initiative to cultivate communities of practice and establish continuous professional development among health care providers across Canada who care for patients with life-limiting illness.

Stay connected: www.echopalliative.com

The Palliative Care ECHO Project is supported by a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.



Introductions

Presenters

Diane Roscoe, RN, BScN, CVAA(c), CHPCN(c)

Educator and IPAC Lead at Carefor Health and Community Services - Ontario

25 plus years experience as a home care nurse in palliative care

PSW Lab Instructor and Guest Lecturer

LEAP Facilitator and Clinical Content Contributor Pallium Canada

Tracey Human, RN, CHPCN(c), PPSMC

Director, Palliative Care, Pain & Symptom Management (PPSMC), Toronto Service

35 years of practice in palliative care specialty

Clinical Educator; Consultant; Member, Ontario Palliative Care Network Clinical Advisory Council; Content contributor palliative Practice Guidelines; Research partner

Conflict of Interest

Pallium Canada

- Non-profit
- Partially funded through a contribution by Health Canada
- Generates funds to support operations and R&D from course registration fees and sales of the Pallium Pocketbook

Presenters

- Diane Roscoe – paid LEAP facilitator, Pallium LEAP Personal Support Worker and LEAP Home Care course work development
- Tracey Human – paid LEAP facilitator and Pallium LEAP Personal Support Worker course development

Welcome and Reminders

- Please introduce yourselves in the chat!
- Your microphones are muted for background noise, but we do want dynamic sharing, so please raise your hand to unmute to talk. Sharing or asking questions in the chat is also welcome.
- This session is being recorded and will be emailed to registrants within the next week.
- Remember not to disclose any Personal Health Information (PHI) during the session
- Terminology (Personal Support Worker)
- What we mean by “community of practice”

Series Objectives

Our PSW Palliative Care Community of Practice

- **PSWs with a passion to become PSW experts in palliative care**
- A place for Peer-to-Peer practice support
- Facilitated and coached by palliative care experts
- Shared skill building in the Palliative Approach to Care
 - We engage in topic-based discussions, share knowledge and experiences to learn from each other, used cases to practice applying our skill caring for individuals/ families living with life-limiting illness
 - We share resources, tools, best-practice approaches
- Build on foundational knowledge acquired through LEAP PSW

General Format of each Session

- Topic Introduction
- Coaching Together
- Case Study
- Wrap Up

TOPIC

Essential Communication Skills Part 1



Communication

Laying the Foundation

- What is it?
- Why we do it?
- Why it is important?
- Why is it so challenging?
- How we get skilled at it?

Communication all along the illness journey with:

- Client
- Family
- Team
- Using body language, tone of voice, compassionate sounds
- Effective listening
- Verbal
- Reporting & documentation

Practice Pearls

- CLASS or SPIKES Communication Models
- Essential conversation during end of life phase
- Communicating with persons experiencing loss/ grief

What has worked well for you (successes)

What has not worked well (challenges)

Sharing our communication Tips & Practice Pearls

Palliative Care Communication

- Is ongoing and continuous - it is never just 1 conversation
- Shows our deep respect and sensitivity - to the person and family
- Returns dignity - for quality of life; the person is head of their care team
- Helps understanding - for the person/family and the team
- Active listening in action

Why are End of Life Conversations So Difficult?

Talking about death or dying can bring up many uncomfortable thoughts and feelings, so wanting to avoid it is a common reaction.

- We are not confident in what to say, how to say it or what to do to comfort
- We are afraid we will say the wrong thing or not having the answer
- We are afraid we will extinguish hope
- Afraid we don't have the time to sit and listen or it may take too long
- Our own attitudes, beliefs, experiences and lack of competencies
- Family has told the team "Don't tell them they are dying."

Talking about death with someone who has a life-limiting illness can be very helpful for them at any stage in their illness. It is not a single conversation.

End of Life Communication Concepts

- What are end of life communications?
- Who holds them?
- Why are they important?
- What are common questions and suggestions on how to respond
- What is Soul Pain?
- How to communicate with grieving persons
- How do we listen? Are you a good listener? Best ways to be an effective listener.

Case Study

Essential Communication



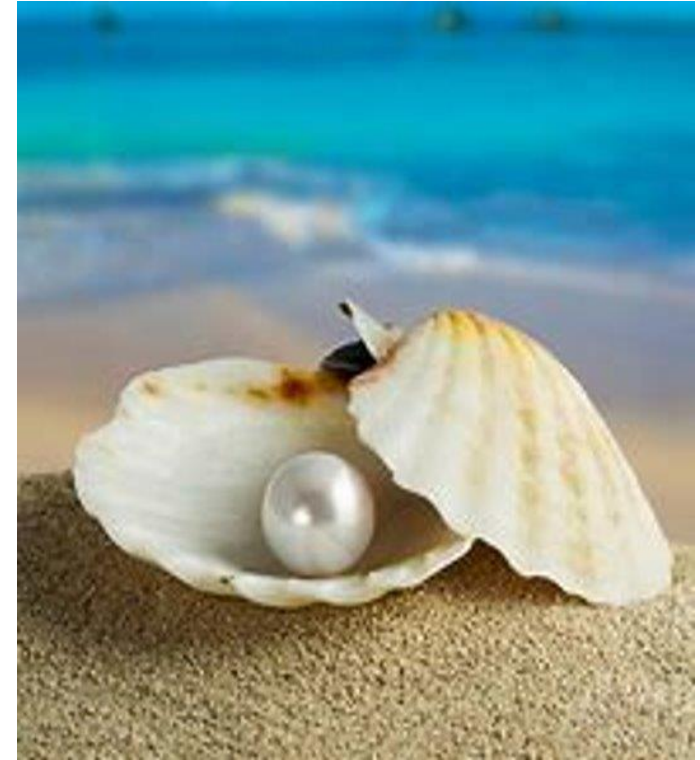
Case Study

Let's Hear from you! Anyone have a case to share?

Successful communication interaction?

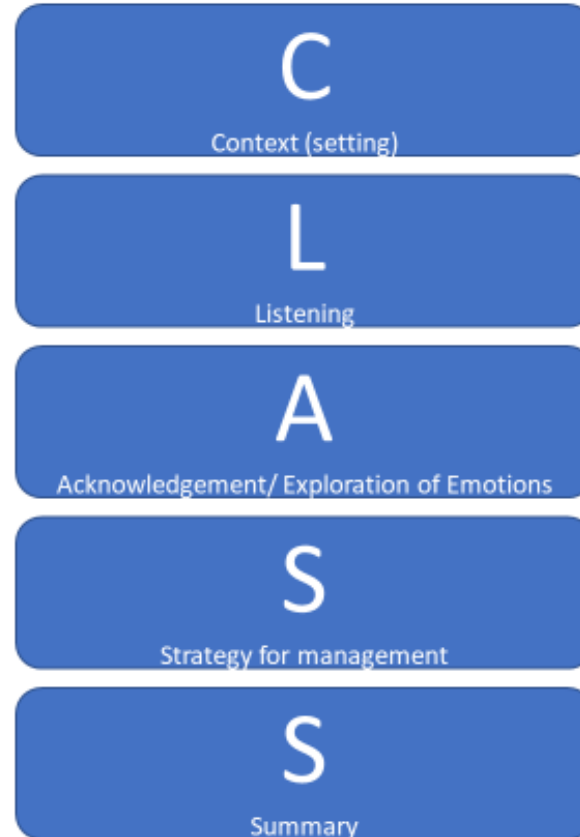
Challenging communication interaction?

Practice Pearls



CLASS

CLASS Communication Model Tips for Better Communication



CLASS Protocol presents communication strategies that support therapeutic conversations in a way that centres on the person's feelings and emotions and that enables the conversation itself to be a therapeutic action

<https://www.coursera.org/lecture/what-is-palliative-care/class-osAMp>

Helpful Phrases

- “I am so sorry”
- “That sounds so important, will you share more with me about it?”
- “You look as if there is something important on your mind”
- “You looked as if you were miles away just then, what were you thinking about?”
- “Are you feeling worried?”
- “Are you comfortable?” “anything I can do to make you more comfortable?”
- “How are your spirits?”
- “I so wish you didn’t have to go through this”

Phrases to Avoid

- “It’s OK”
- “Don’t worry”
- “It will all be OK”
- “Don’t feel that way”
- “How are you feeling?”
- “You will feel better after you sleep, eat....”

Next Session Primer

Essential Communication Skills Part 2

“Don’t tell my loved one they are dying”- How do we respond?

Overview of Topics

Session Title	Date/ Time	Session Description
Introductory Session	Now!	
Essential Communication Skills Part 1	Nov. 30 th , 2021 from 5-6pm ET	<ul style="list-style-type: none">• Why are End of Life Conversations So Difficult?
Essential Communication Skills Part 2	Dec. 14 th , 2021 from 5-6pm ET	<ul style="list-style-type: none">• How to respond to this sentence: “Don’t tell my____ they are dying”
Tools Practicum Part 1	Jan. 11 th , 2022 from 5-6pm	<ul style="list-style-type: none">• Gold standard frameworks; including PPS - Palliative Performance Scale, SBOR, Situation Background Observations and Report
Tools Practicum Part 2	Jan. 25 th , 2022 from 5-6pm ET	<ul style="list-style-type: none">• PAINAD, Doloplus & CPS - NAID

Overview of Topics

Session Title	Date/ Time	Session Description
Pain and Shortness of Breath Management	Feb. 8 th , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Observations of pain and shortness of breath and your role as a PSW in providing comfort to help manage symptoms alongside the use of medications
Understanding Tubes, Pumps, Bags and Lines	Feb. 22 nd , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Many individuals at end of life have infusion pumps, infusion lines. What are they how do I provide safe care?
The PSWs Role in the Last Days and Hours	Mar. 8 th , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Using Tools learned earlier in the series to understanding your role as a PSW during the individuals last days and hours.
End of Life Medications and Side Effects	Mar. 22 nd , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Understanding the commonly prescribed medications at end of life and what observations to look for
End of Life Delirium	Apr. 5 th , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Supporting individuals who may have a reversible or intractable delirium

Overview of Topics

Session Title	Date/ Time	Session Description
Post-mortem Care: Cultural Considerations and what happens at the funeral Home	Apr. 19 th , 2022 from 5-6pm ET	<ul style="list-style-type: none"> Funeral homes are caretakers of recently deceased individuals. understand what happens at the funeral home which is depends on with wishes of the deceased, families and loved ones and cultural and religious customs
Culturally Relevant Care	May 3 rd , 2022 from 5-6pm ET	<ul style="list-style-type: none"> Integrating the individuals and families cultural values, beliefs and practices in our provision of care.
Trauma Informed Care and Cultural Safety	May 17 th , 2022 from 5-6pm ET	<ul style="list-style-type: none"> Health care workers need to understand the 6 principles of trauma - informed care and how they can be incorporated into practice to provide individuals with the best care.
Indigenous End of Life Care	May 31 st , 2022 from 5-6pm ET	<ul style="list-style-type: none"> Understand differences in culture, traditions and beliefs that may affect communication and care provisions with Indigenous individuals at end of life

Connect between
sessions!

Connect Between Sessions!

- The Canadian Palliative Care Exchange is a place for all health care providers to share their knowledge and best practices with each other and to discuss their experiences in palliative care with colleagues from across Canada.
- Register at cpcexchange.ca and join the group “Personal Support Workers”



Welcome

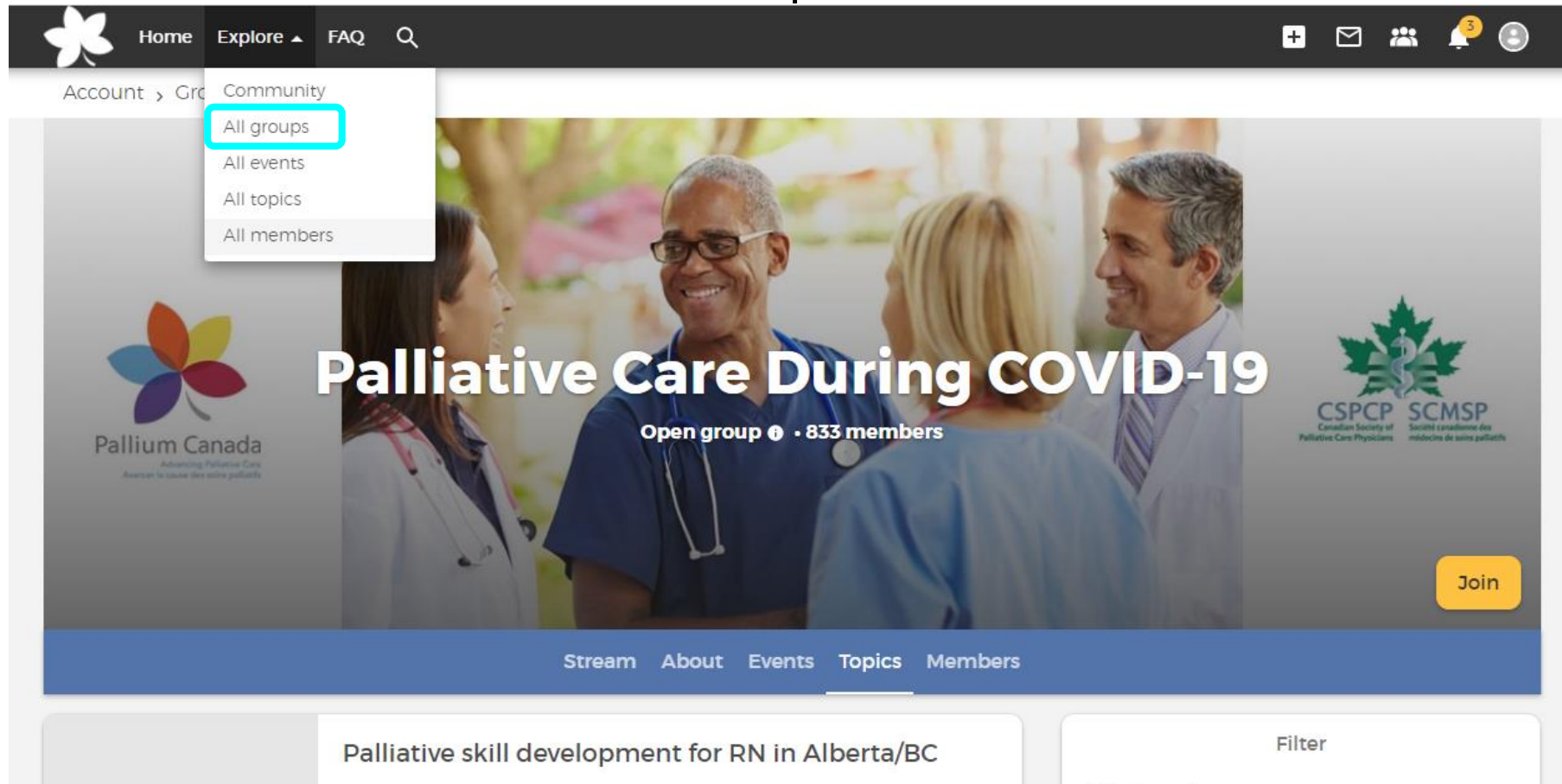
Welcome to the Canadian Palliative Care Exchange (CPC Exchange). This exchange is a place for all health care providers to share their knowledge and best practices and to discuss their experiences in palliative care with colleagues from across Canada.

Thank you for joining us to continue these important conversations.

Please login above to create an account or to participate in the exchange.

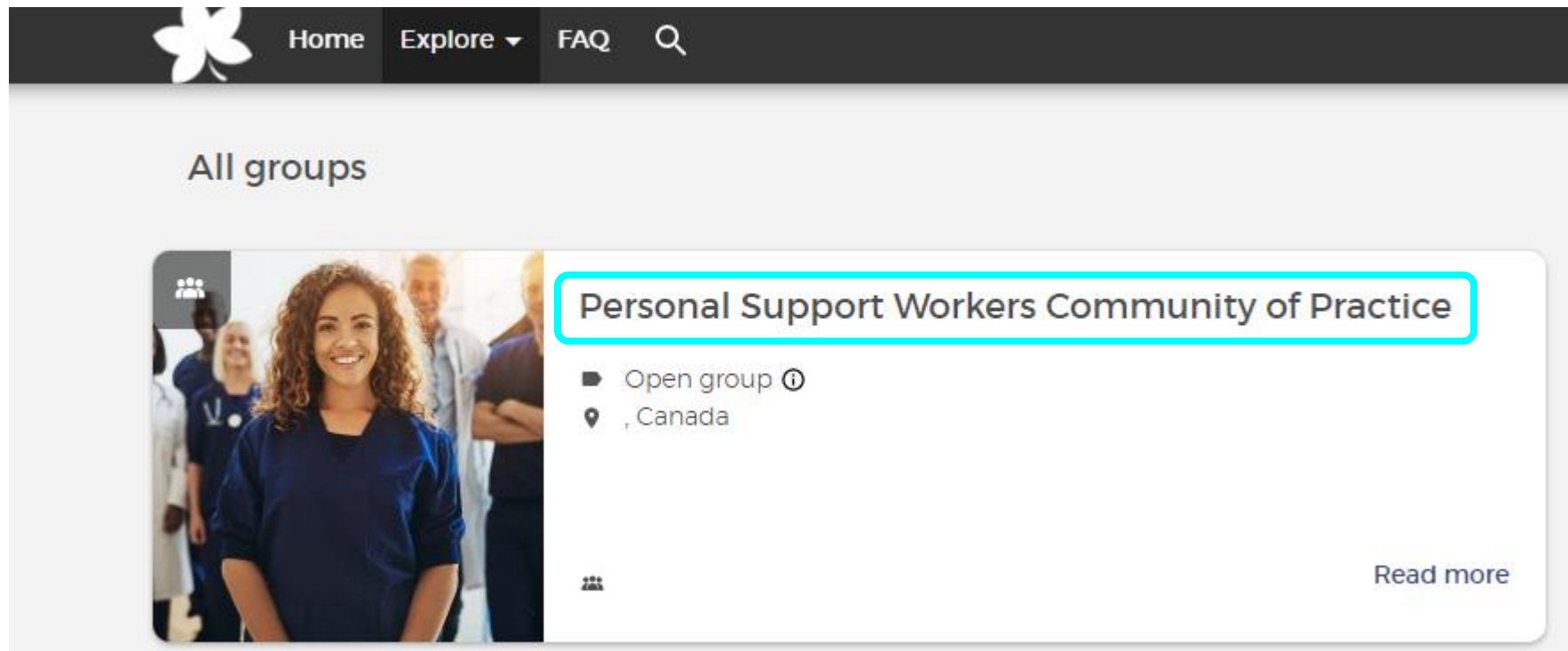
Connect Between Sessions!

- Click on the select tab and select “All Groups”



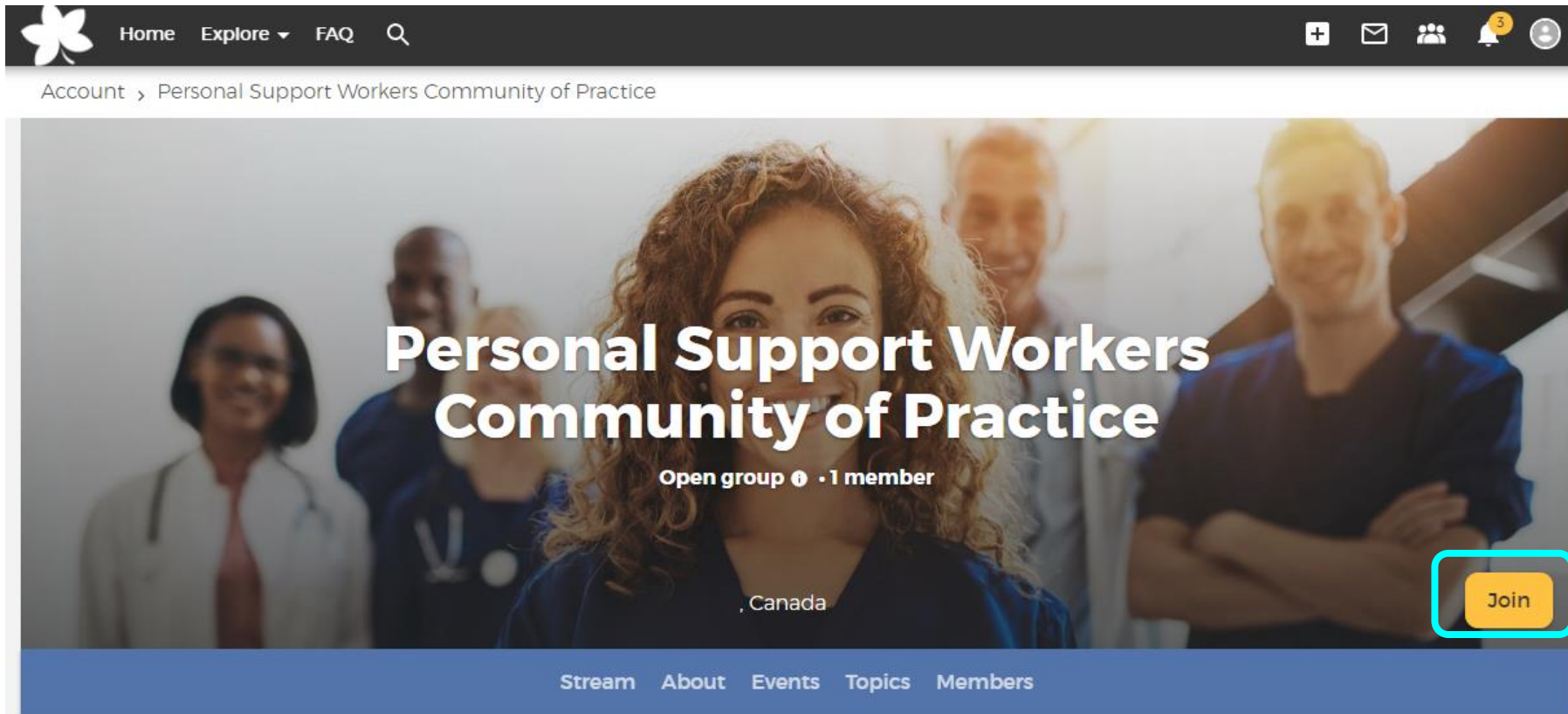
Connect Between Sessions!

- Select the group “Personal Support Workers Community of Practice”



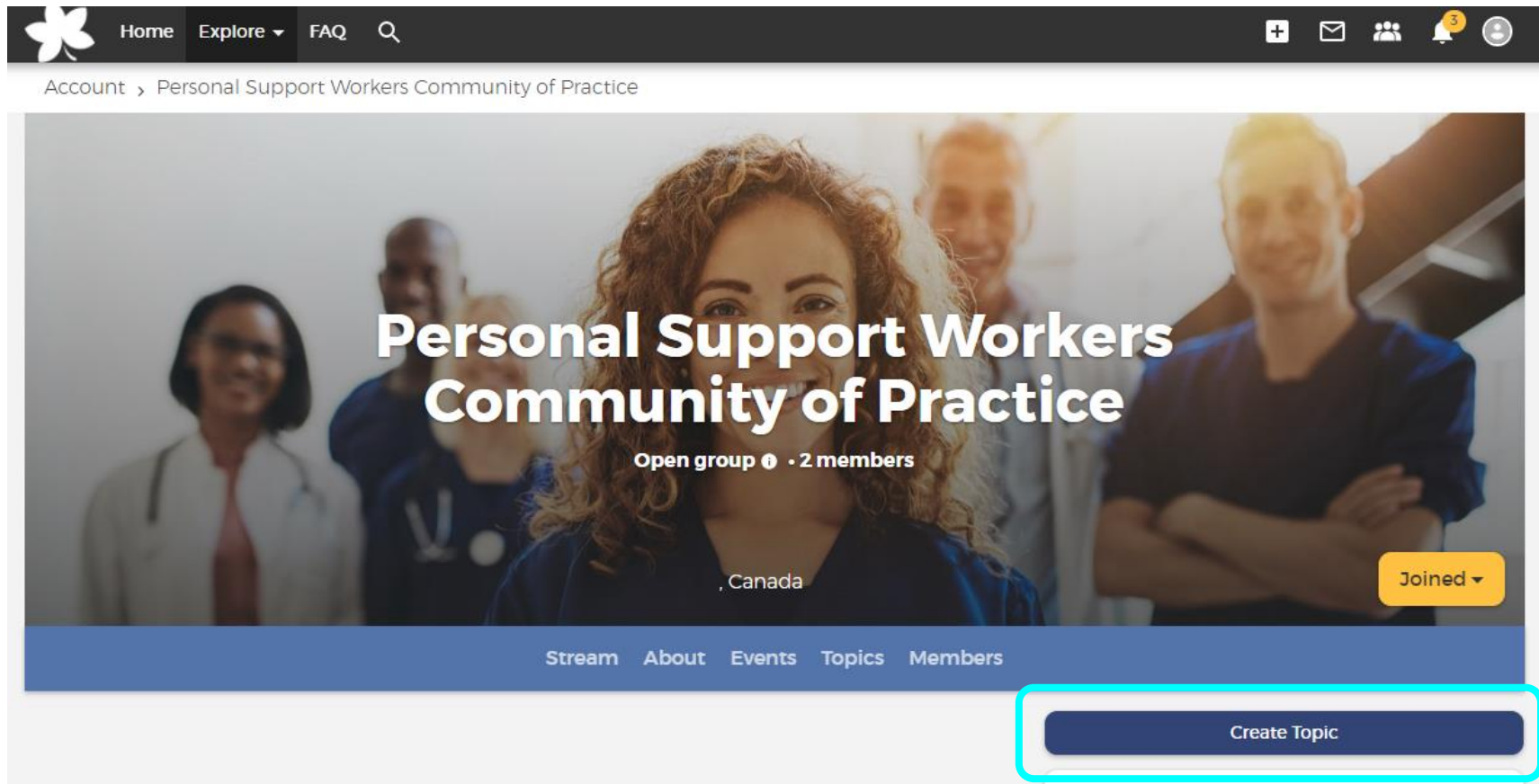
Connect Between Sessions!

- Select “join”



Connect Between Sessions!

- Once you've joined you will be able to create a topic, which others can add to



Wrap Up



Wrap Up

- Please fill out the feedback survey after the session
- A recording of this session will be emailed to you within the next week
- Make sure you have the next session marked in your calendar!
 - Essential Communication Skills Part 2
 - December 14th, 2021 from 5-6pm ET

Long-Term Care- Community of Practice Series

- This community of practice is for health care professionals, administrators and system leaders working in long-term care.
- Participants will have the opportunity to build on foundational palliative care knowledge and practice skills through a 13-part series that will include knowledge exchange opportunities and interactive, case-based discussions.
- Register at www.echopalliative.com

LEAP Personal Support Worker



- LEAP Personal Support Worker is an online, self-learning course that provides personal support workers and care aides with the essential competencies to provide a palliative care approach
- Register at: <https://www.pallium.ca/course/leap-personal-support-worker/?enroll=enroll>

"I feel this course was great, and straight forward. It was easy to navigate, and had very good information, and knowledge"

"A great course, lots of information just for the PSW role. Information very informative and easily learned."

"This course is really amazing, well made and really helped me understand palliative care"

"I feel this course was absolutely fantastic! I enjoyed it very much."

"Wonderful journey, thank you"



**Thank You,
See you December 14th!**



BY
 Pallium Canada

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