

Personal Support Worker Community of Practice Series

Essential Communication Skills Part 2



Presenters: Tracey Human and Diane Roscoe

Date: December 14th, 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.



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

Overview of Topics

Session #	Session Title	Date/ Time
Session 1	Introductory Session	Nov 16 th , 2021 from 5-6pm
Session 2	Essential Communication Skills Part 1	Nov. 30 th , 2021 from 5-6pm ET
Session 3	Essential Communication Skills Part 2	Dec. 14 th , 2021 from 5-6pm ET
Session 4	Tools Practicum Part 1	Jan. 11 th , 2022 from 5-6pm
Session 5	Tools Practicum Part 2	Jan. 25 th , 2022 from 5-6pm ET
Session 6	Pain and Shortness of Breath Management	Feb. 8 th , 2022 from 5-6pm ET
Session 7	Understanding Tubes, Pumps, Bags and Lines	Feb. 22 nd , 2022 from 5-6pm ET
Session 8	The PSWs Role in the Last Days and Hours	Mar. 8 th , 2022 from 5-6pm ET
Session 9	End of Life Medications and Side Effects	Mar. 22 nd , 2022 from 5-6pm ET
Session 10	End of Life Delirium	Apr. 5 th , 2022 from 5-6pm ET
Session 11	Post-mortem Care: Cultural Considerations and what happens at the funeral Home	Apr. 19 th , 2022 from 5-6pm ET
Session 12	Culturally Relevant Care	May 3 rd , 2022 from 5-6pm ET
Session 13	Trauma Informed Care and Cultural Safety	May 17 th , 2022 from 5-6pm ET
Session 14	Indigenous End of Life Care	May 31 st , 2022 from 5-6pm ET

General Format of each Session

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

TOPIC

Essential Communication Skills Part 2



“Don’t tell my....they are dying”

Poll Question:

Have you ever been asked by a family member/caregiver not to tell the individual that you are providing care to that they are seriously ill or dying?

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>

SPIKES

- 6-Step Conversation Model
- Often used by regulated professionals
- Helpful in care conferences, family meetings; Also used to deliver bad news

Step/Overview	What you do
1 Setting	Find a quiet, private location. Invite important people to be present (family/consultants). Review communication plan prior to entering the room Decide who will lead discussion. Have tissues, chairs, results etc.
2 Perception	"Tell me what you understand about your illness" What have other doctors told you about your illness? Look for knowledge and emotional information while the patient responds Make a mental note of discrepancies (to clarify later)
3 Invitation	"Would it be okay for me to discuss the results with you now" "How would you prefer to discuss your medical information with your family" "Are you the sort of person who wants all the details about your condition or big picture?"

SPIKES is an acronym for presenting distressing information in an organized manner to patients and families.

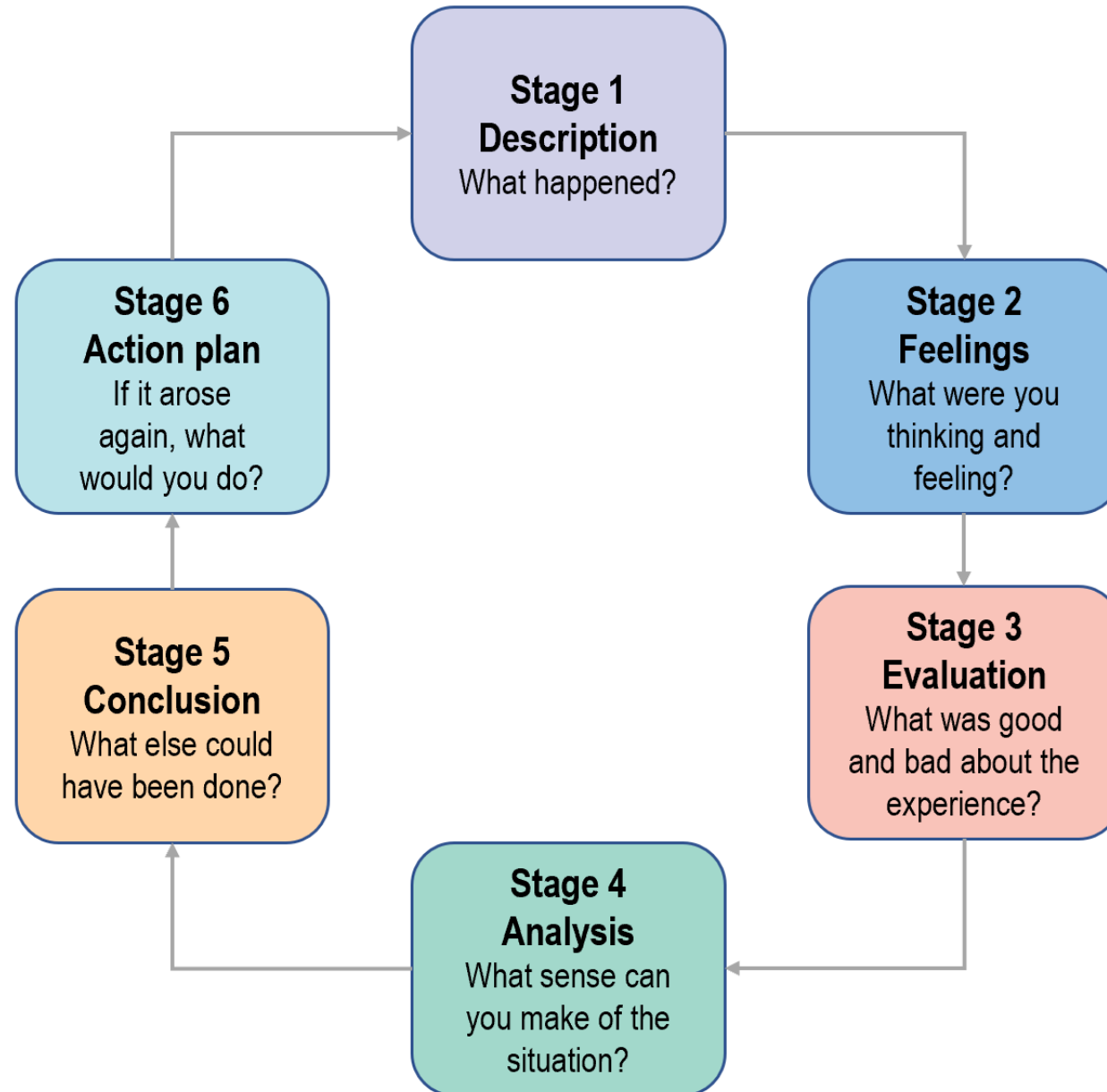
Updated 6/18 M.Baca

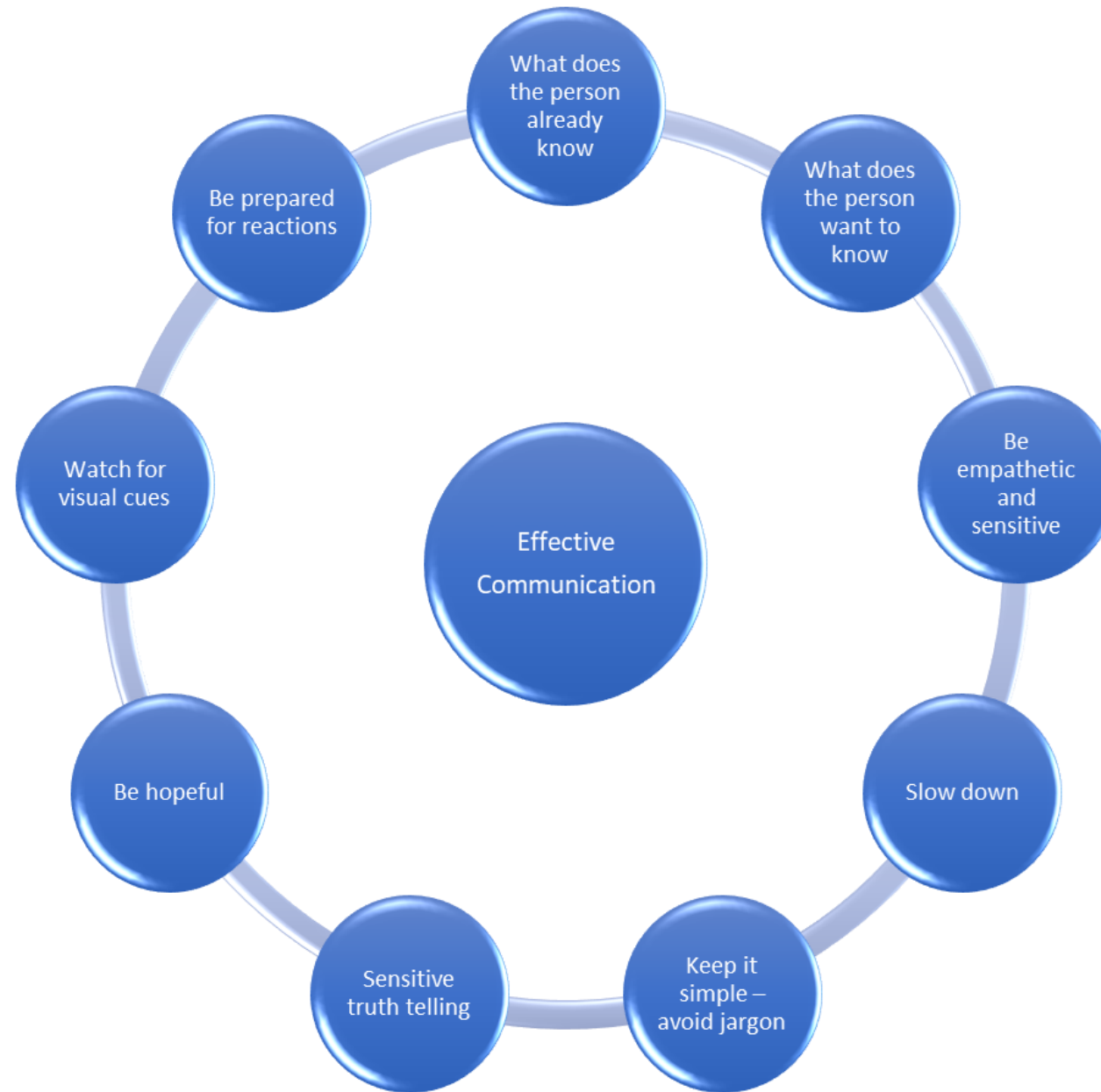
Step/Overview	What you do
3 Knowledge	Use the same language the patient uses. Avoid medical jargon. Give info in small chunks and check for understanding at each step. (e.g. "Your cancer has spread to your liver and is getting worse despite treatment.")
4 Empathy	Quietly wait for patient responses "This must be very hard for you." Recognize that crying and anger are normal responses when receiving bad news. Provide realistic hope e.g. "You will receive the best treatment available"
5 Summary	Discuss next steps and a follow up plan "To be sure that I am communicating well, can you tell me what you understand?" Encourage patient's participation in decision-making. Summarize main points. Set up follow up

Key components include:
demonstrating empathy,
acknowledging and validating the patient,
exploring the patient's understanding and acceptance of the bad news, and providing information about possible next steps.

Updated 6/18 M.Baca

Self-Reflection & Debrief





Reporting to the TEAM

PSW – SBORS REPORTING TOOL

1. Know the observation that concerns you, the Client/Family
2. Know the client's diagnosis
4. Read the most recent Progress Notes from the last PSW & NURSE visit
5. Have the contact number(s) to be reached at ready (You; Nurse; Supervisor; Doctor; SDM/POA; Family contact)

S	SITUATION ✓ Client/ Resident you are calling/ reporting about ✓ Change/ issue you are concerned about ✓ Your Name, Designation (PSW), and Agency you work for ✓ Number to call you back at if leave a voicemail																																							
	BACKGROUND ✓ Briefly explain what has been going on recently ✓ Recent discharge from hospital/ Emergency/ Change in condition ✓ Include any incidents e.g. Fall ✓ Individual's diagnosis																																							
O	OBSERVATION ✓ Changes in client's self-report of a symptom ✓ Changes in your observations ✓ Change in behavior ✓ An incident e.g. Fall																																							
	<table border="1"> <thead> <tr> <th colspan="4">"The client & family is reporting..." or "...I have observed..."</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Pain</td> <td><input type="checkbox"/> Anxiety</td> <td><input type="checkbox"/> Appetite Change</td> <td><input type="checkbox"/> Fever</td> </tr> <tr> <td><input type="checkbox"/> Shortness of Breath</td> <td><input type="checkbox"/> Restless/ Agitation</td> <td><input type="checkbox"/> Nausea/ Vomiting</td> <td><input type="checkbox"/> Increased edema</td> </tr> <tr> <td><input type="checkbox"/> Tiredness</td> <td><input type="checkbox"/> Confusion</td> <td><input type="checkbox"/> Difficulty Swallowing</td> <td><input type="checkbox"/> Semi - responsive</td> </tr> <tr> <td><input type="checkbox"/> Drowsiness</td> <td><input type="checkbox"/> Behavior Change</td> <td><input type="checkbox"/> Constipation</td> <td><input type="checkbox"/> Bleeding</td> </tr> <tr> <td colspan="4">Other: _____</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Any Change or Decline Describe</th> </tr> </thead> <tbody> <tr> <td>Physical Issues</td> <td>Describe</td> </tr> <tr> <td>Psychological Issues</td> <td>Describe</td> </tr> <tr> <td>Social Issues</td> <td>Describe</td> </tr> <tr> <td>Spiritual Issues</td> <td>Describe</td> </tr> <tr> <td>Practical Issues</td> <td>Describe</td> </tr> <tr> <td>End-of-Life Care Issues</td> <td>Describe</td> </tr> <tr> <td>Grief/Loss Issues</td> <td>Describe</td> </tr> </tbody> </table>	"The client & family is reporting..." or "...I have observed..."				<input type="checkbox"/> Pain	<input type="checkbox"/> Anxiety	<input type="checkbox"/> Appetite Change	<input type="checkbox"/> Fever	<input type="checkbox"/> Shortness of Breath	<input type="checkbox"/> Restless/ Agitation	<input type="checkbox"/> Nausea/ Vomiting	<input type="checkbox"/> Increased edema	<input type="checkbox"/> Tiredness	<input type="checkbox"/> Confusion	<input type="checkbox"/> Difficulty Swallowing	<input type="checkbox"/> Semi - responsive	<input type="checkbox"/> Drowsiness	<input type="checkbox"/> Behavior Change	<input type="checkbox"/> Constipation	<input type="checkbox"/> Bleeding	Other: _____				Any Change or Decline Describe		Physical Issues	Describe	Psychological Issues	Describe	Social Issues	Describe	Spiritual Issues	Describe	Practical Issues	Describe	End-of-Life Care Issues	Describe	Grief/Loss Issues
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R	RESPONSE/ REQUEST Do you think ... <input type="checkbox"/> Nurse needs to come <input type="checkbox"/> the Doctor needs to come <input type="checkbox"/> Other _____ If this does not improve, when should I call again? _____ Anything else I should watch for? _____																																							

S	SITUATION <i>"I'm calling about Mr. Smith, I'm concerned about possible injury from a fall and pain. My name is Mary Jones, I am the visiting PSW caring for him."</i>
	BACKGROUND <i>"Mr. Smith has COPD and heart failure. He was in hospital a week ago for shortness of breath. His daughter tells me he had a fall last evening trying to get to the bathroom. Normally he waits for his daughter to help but didn't last night."</i>
O	OBSERVATION <i>"Normally he does not have pain, but today he has back pain that he rates as 6/10. He does not want to get out of bed, which is unusual, so I did his AM care in bed. He is guarding his back and grimacing when he repositions in bed and he weaker. His daughter says he was a bit confused overnight but did not hit his head when he fell. He is not confused now but seems anxious."</i>
	RESPONSE/ REQUEST <i>"What would you advise me to do? Is there anything I can be watching for in the meantime?"</i>

Case Study

Essential Communication



Case-Based Discussion

- Let's Hear from you! Anyone have a case to share?
- Successful communication interaction?
- Challenging communication interaction?

Practice Pearls



Application of CLASS to our Case Study

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!
 - Tools Practicum Part 1
 - January, 11th, 2022 from 5-6pm

Communication Resources

Dignity Conserving Care & Communication Approaches

<https://dignityincare.ca/en/>

SPIKES; CLASS; EVE Communication Strategies/Protocols

<https://training.caresearch.com.au/files/file/EoLEss/SPIKES.pdf>

<https://www.mdanderson.org/documents/education-training/icare/pocketguide-texttabscombined-oct2014final.pdf>

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 January 11th!



BY
 Pallium Canada

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