



Flexing Your Core: the Palliative Workout ECHO

Domain 3: Communication

Oct 22, 2024

AGENDA ITEM	NOTES
Introductions, Objectives	<p>Session Facilitator: Leanne Drumheller, MSW</p> <p>Learning objectives:</p> <ol style="list-style-type: none">1. Identify active listening skills to be able to enter conversations with curiosity2. Use a basic framework to stay centred on what's important to a person with a life limiting illness and their families
Session Key Points and discussion	<p><u>Active Listening and Communication in Healthcare</u></p> <p>Leanne started with the basics of active listening:</p> <ul style="list-style-type: none">• Body Language Cues: proximity, posture (leaning forward signifies engagement), stance (crossed arms indicate defensiveness) and eye contact help convey openness and empathy.• Eye contact: Recognize the inherent power dynamic and strive to meet clients at an equal level (e.g. sitting at eye level).• Acknowledgement: Verbally acknowledge and thank individuals for sharing their experiences and emotions. <p>◇ <u>Strategies for Active Listening</u></p> <ul style="list-style-type: none">• Nonverbal Communication: Use facial expressions and control fidgeting to indicate attentiveness. Turning away or checking the time can signal disinterest.• Open-Ended Questions: Engage with questions that allow for expansive response (e.g. How does this make you feel?).• Resisting the Urge to Fix: Be present to the individual's story without immediately trying to solve their problems; focus on understanding their experience. <p><u>Demonstration Video 1</u></p>



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- What did you like/not like about the video?
 - She was engaging and kind.
 - The client was doing most of the talking.
- How would you have approached the conversation?
 - **Reflection and Clarification:** Repeat back to the speaker what they've expressed to ensure understanding and show empathy (e.g. "It sounds like...").
 - **Permission and Engagement:** Ask for permission to delve into deeper sensitive topics, showing respect for the individual's readiness to discuss issues.
- ◇ Serious Illness Conversations in Practice
 - **Framework:** Emphasizing the use of "Wish, Worry, Wonder" to discuss serious illnesses with patients.
 - Wish: Expressing shared hopes and goals.
 - Worry: honestly communicating concerns about unrealistic goals or challenges.
 - Wonder: Exploring alternative solutions or perspectives with open-ended questions.
 - **Patient-Centered language:** Use language tested with patients to guide serious illness conversations, ensuring they are person-centered and empathetic.
 - **Wider Applications:** these communication skills are valuable beyond healthcare settings and can enhance personal relationships.
 - **Continuous Practice:** incorporating active listening and empathetic communication requires ongoing practice, adjustment and reflection in professional and personal interactions.
- ◇ Incorporating these skills
 - **Preparation:** take a moment to center yourself before engaging with a patient to ensure you are fully present.
 - **Holistic View:** recognize patients as individuals beyond their illness, acknowledging their entire being and life experiences.
 - **Feedback and Improvement:** encourage feedback in training settings to refine and improve communication skills continuously.

These strategies align with fostering deeper connections and understanding in both professional healthcare settings and personal relationships.



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Resources	Dignity conserving Care.
Next session info	<p>Next Flexing Your Core ECHO Session: <i>Domain 4: Comfort & Quality of Life</i> Oct 29th 9am-10am PDT. Register here!</p> <p>Other upcoming ECHO sessions listed here</p>