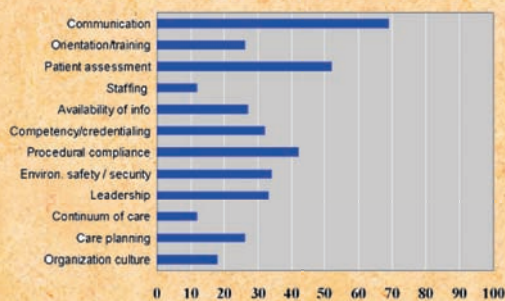


Facilitation and Implementation

Communicate as if a life depends on it

Root Causes of Sentinel Events (All categories; 2005)



Source: www.jointcommission.org/SentinelEvents/Statistics/

(because it does)

How well we communicate is determined
not by how well we say things but
by how well we are understood.

Andrew S. Grove
CEO, Intel Corp. 1987

Outcomes

- Identify communication issues that impede safe outcomes
- Identify key communication partners and prioritize the most important information to share
- Select and apply a specific communication method based on the purpose and desired outcome of the communication
- Demonstrate listening skills and receive targeted feedback;
- Apply cooperative communication skills to clarify, shorten, and simplify for more accurate communications;
- Understand and implement SBAR as your personal communication style

Content/Process

Effective and ineffective communication

- Communication: Common cause of unintended patient harm
- Finding the communication problems in your work area
- Projecting workload, volume, output and cost

Communication partners – Who are yours?

- Internal and external communication partners (patients, families, other caregivers, other departments, external agencies)
- Identifying and focusing on priorities to communicate with 3 questions

Choosing the best communication method

- Clarifying purpose and desired outcome of communication (Feedback? Direction? Strategy? Reinforcement? Education?)
- Written, verbal, or non-verbal

Sharpen listening skills for increased accuracy

- Listen effectively: body language, eye contact, focused attention
- Clarifying and summarizing; responding to feelings; demonstrating interest; providing relevant information

Cooperative practices when it's your turn to talk

- Being responsive and taking responsibility for what you say
- Letting go of negative communication habits (blaming, judging, commanding, advising, confronting, and mistrusting)
- Learning to say a lot in a few words

Thinking and speaking SBAR

- Situation, Background, Assessment, Recommendation
- Planning and organizing for clear, productive communication