Partnerships with Patients/Families to Co-produce Care

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Cystic Fibrosis (CF): A Story of Progress

1950's


Today
Co-production In Action
Recognize Different Perspectives

Please stand if….

• If you have had difficulty discussing healthcare issues with a healthcare professional or patient or family member?

• If you have ever felt upset by a miscommunication in healthcare interactions.

• If you have ever experienced a communication conflict in healthcare interactions.
Personal Reflection

1. Recall a time when a conversation with a healthcare professional, patient, or family member felt productive and successful
   • What was your contribution that benefitted the encounter?
   • What did the other person contribute?

2. Think about an interaction that did not go as planned
   • What might you have contributed?
   • What might the other person have contributed?
Engaging as Partners

Focus on improving the bi-directional sharing of information

Relief of Suffering

Avoidable Suffering:
- Miscommunication
- Lack of Empathy
- Lack of patient engagement
- Wait time

Inherent Suffering:
- Associated with Treatment
- Associated with Diagnosis

Press Ganey’s Compassionate Connected Care Model™

Produced by the Academy of Communication in Healthcare & the Cystic Fibrosis Foundation 2019
Relationship-Centered Communication leads to Better Outcomes

Clinical Communication Preference Research

- Need for better conversations around:
  - social, psychological and economic challenges
  - preparation for transition to adulthood
  - sustaining daily care (for example: adherence/compliance to treatments).

Research Findings

• Relationship is important
• How we communicate can foster or hinder relationships
• Request for advanced communication skills that enhance:
  • Trust – building
  • Negotiating agendas
  • Active listening
  • Collaborative goal - setting


Partnership Enhancement Program (PEP)

• Relationship-Centered Communication Course
• Developed with the Academy of Communication in Healthcare (ACH)
• Full-day intensive workshop held at CF centers
  • Led by certified Trainers
  • Physicians, Nurse Practitioners, Social Workers, Registered Dieticians, a Mother of a young adult with CF, Physician Assistant, Doctoral Communication Specialists
• Developing a learning community
• Evaluating curriculum impact
PEP Skills

Establish Trust
- Create rapport
- Minimize barriers
- Elicit list of patient/family items
- Negotiate the agenda

Create Open Dialogue

Set Goals By Partnering
PEP Skills

Create Open Dialogue

• Explore perspectives to understand ideas, expectations
• Acknowledge emotion
• Respond with empathy
Attentive Listening: Skills Practice

- Work in pairs. You will be in two different roles for 30 secs each

- Storyteller: Describe a challenge that you are currently facing and willing to share (i.e., packing for trip, cleaning out house)

- Listener: Respond with **attentive listening skills**
  - Non-verbal’s - nod head, lean forward, keep eye contact and be silent

Debrief

1. For the storyteller roles:
   What was it like to tell your story and experience attentive listening?

2. For the interviewer roles:
   How was it to listen with attentive listening skills?
PEP Skills

Set Goals By Partnering

- Understand what is known and expectations
- Share information in chunks
- Check understanding
- Agree on plan of care

A Download Encounter: Clinical

"Nasogastric tubes are inserted through the nose into the stomach. They can be inserted and removed every night or left in for up to a month at a time. The NG tube is then connected to a longer tube and a pump at night, delivering a high-calorie formula while the patient sleeps. With this method, it is possible to get an extra 1,000-1,500 calories at night.... Do you have any questions?"
ART Dialogue

ASK: *What do you know about NG-tubes?*

Parent: I have read about NG-tubes on the mom’s CF blog and others say it is not easy to use.

RESPOND: *It sounds like what you’ve read raises concerns for you that it might be difficult to use.*

Parent: I think I just don’t know enough about it.

TELL: I brought a NG-tube to show you what it looks like.

ASK: *Have you ever seen one of these?*

Parent: Yes on the mom’s blog but it is good to be able to touch it. It’s scary to think that I will need to feed her with this.

RESPOND: It’s understandable that you’re scared when facing a new treatment. We are going to do this together and we will provide you with home health nursing each night until you feel comfortable doing it yourself.

TELL: Let’s look at this video together about the NG-tube and then we can go over it step by step.

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Result of Using PEP Skills

- Ensure what matters to patient/family is addressed
- Better understanding of patient/family perspective
- Increase understanding of information being conveyed by each person
What We Learned

100%
Rated workshop good or excellent

- **Ease and wide applicability of skills**
  - "Can use skills in all settings – outpatient, inpatient, and phone encounters."

- **Roadmap for effective and efficient communication**
  - "We learned 3 skill sets that can pretty much help guide us in any situation we might find ourselves in while interacting with patients and/or families."

- **Opportunity to connect as a team and enhance clinic culture**
  - "…This was team building and gives us the opportunity to change the clinic culture together."

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### Patient and Family Experience of Care

**collaboRATE** a measure of shared decision making

<table>
<thead>
<tr>
<th>Before</th>
<th>After</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help understand health issue</td>
<td>78</td>
</tr>
<tr>
<td>Listened to</td>
<td>80</td>
</tr>
<tr>
<td>Included in decision</td>
<td>74</td>
</tr>
<tr>
<td>collaborRATE score</td>
<td>68</td>
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</tbody>
</table>

**integRATE** a measure of team integration

<table>
<thead>
<tr>
<th>Before</th>
<th>After</th>
</tr>
</thead>
<tbody>
<tr>
<td>share information</td>
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</tr>
<tr>
<td>Consistent information</td>
<td>81</td>
</tr>
<tr>
<td>Clear role integRATE score</td>
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<tr>
<td>Trend</td>
<td>43</td>
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Table Talk

• What do you think could facilitate or hinder the use of relationship centered communication in your life experience?

Final thoughts and reflections?
Thank you!
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