

Treating the Problem List of Healthcare Communication

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30% of medical malpractice claims attributed to failures in communication

COMMUNICATION PROBLEMS ARE SERIOUS

44% of adverse events in VA linked to communications

21% of adverse events caused by poor communication

<https://www.tcf.harvard.edu/Abstracts/Obituaries/Annual-Benchmark-Reports/Risks-in-Communication-Failures>
Lee A, Mills PG, Kelly J, Hemphill RE. "Root cause analysis of serious adverse events among older patients in the Veterans Health Administration". *J Gen Intern Med*. 2014 Jun;49(6):253-62.
https://www.jointcommission.org/assets/2/23/online_April_19_15.pdf

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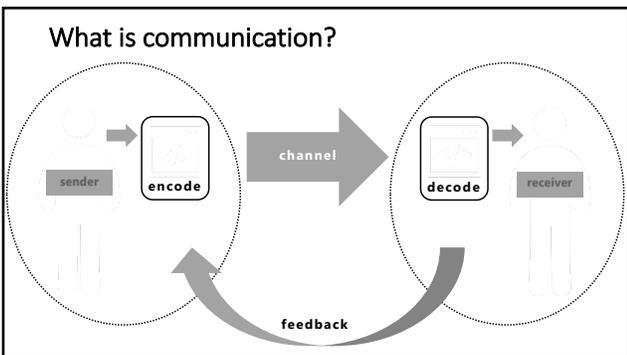
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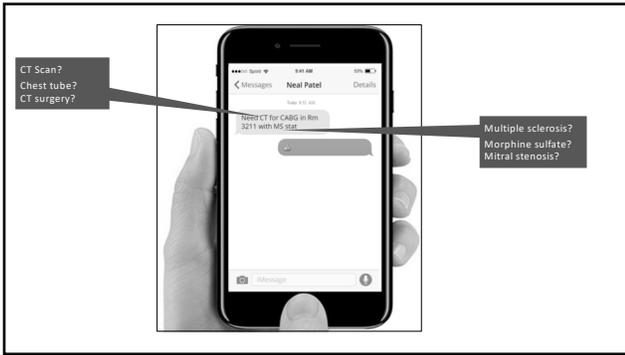
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KNOW YOUR AUDIENCE

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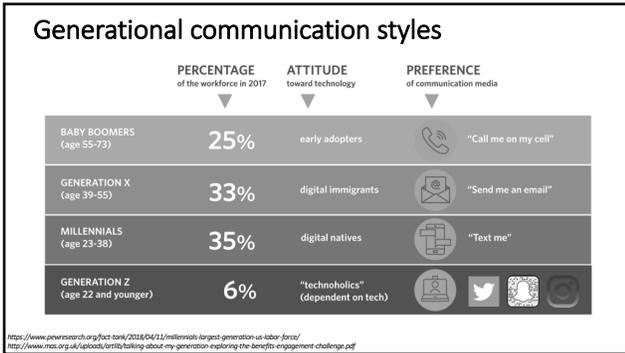


USE THE RIGHT CHANNELS

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Considerations

- Tone
- Language
- Structure

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Recommended approaches to structure

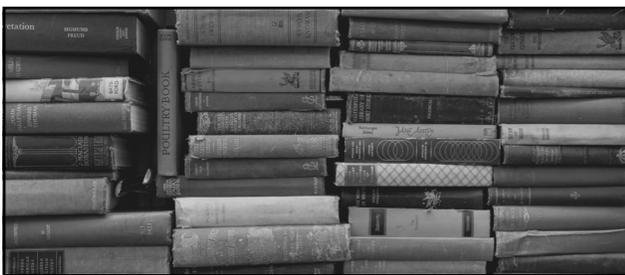
- SBAR
- 5W-H (start with why)
- Tell a story

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MIND THE NON-VERBAL

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TELL A GOOD STORY

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Storytelling (basic) elements



characters setting problem/
conflict plot resolution

beginning middle end

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Sample Story

Mary lived on a farm, where she had a sweet, white lamb who followed her everywhere. When Mary went to her first day of kindergarten, the lamb followed her to school. All the schoolchildren were delighted to see a lamb at school and were distracted from their work. The teacher made the lamb leave.

The lamb returned to the farm but was very sad. He didn't think he would see her again. But Mary came home from school and saw him as soon as she got to the farm! They were both overjoyed to be reunited. The lamb realized Mary would return every afternoon after school and no longer followed her to school.

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DQI

- Our CMI is low because we are under documented
 - Additional doc
 - Change in wo
 - Benefits hosp
 - CMI helps pa
 - CMI is the ba
- Change your work so that the hospital makes more money and we



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DQI

- Document the diagnoses that matter
- Accurate and thorough documentation of diagnoses are central to:
 - Patient safety
 - Professional communication that represents our care and why we provided a course of care
 - Decreasing queries
- We are providing a tool to help for use in your current workflow
 - Training is available
 - Please provide us feedback

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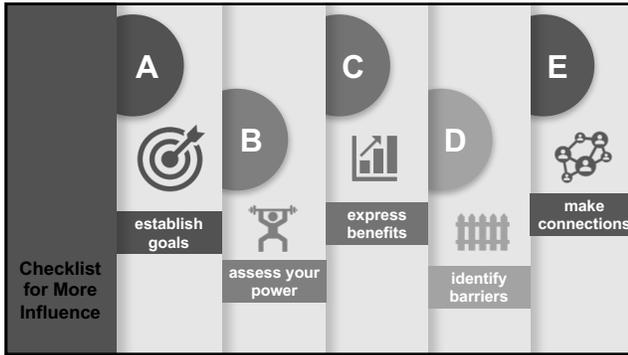
Story Grab Bag

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What kind of power do you wield?

Structural	Interpersonal	Social
<ul style="list-style-type: none"> • Position – position, title, rank, office • Reward – action through tangible rewards such as bonuses, raises or incentives • Coercive – action through threat of punishment or disapproval 	<ul style="list-style-type: none"> • Expert – knowledge, proficiency or expertise • Relational – ability to relate and identify with other • Ethical – reinforcing organizational values and building trust with others 	<ul style="list-style-type: none"> • Informational – your ability to share information • Connective – linking people together and building coalitions of support • Brokerage – enlisting support of individuals and groups on behalf of a person or cause

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Summary

- Define your goal
- Know your audience
- Use the right channels
- Build the content
- Think about structure
- Mind the non-verbal
- Use your power wisely

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Thank you!

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