

Communication Strategies

1. Ask, Tell, Listen:

	<i>Permission</i>	May we talk about...?
ASK	<i>Open Question</i>	What do you know about...?
	<i>Closed Question</i>	How much do you smoke?

	<i>Inform</i>	Diabetes causes blindness.
TELL	<i>Give Feedback</i>	Your test show...
	<i>Closed Question</i>	Exercise will benefit you.

	<i>Appreciate</i>	You are very courageous.
LISTEN	<i>Reflect</i>	You want to change, but...
	<i>Summarize</i>	Let's see if I got it...

2. ASK:

- **A** - are ALL parties heard?
- **S** - SO what is important to the patient now?
- **K** - KEEP saying, "Tell me more."

3. NURSE:

- **N** - Name
- **U** - Understand
- **R** - Respect
- **S** - Support
- **E** - Explore

4. Pearls

Use open-ended questions. Provide empathy and reflection. Communicate and collaborate with the whole team. Sometimes silence is worth a thousand words!

Meeting Strategies

1. Family Meeting

- Identify all participants and roles.
- Identify topics to be discussed.
- Give information.
- Ensure patient and family understanding.
- Provide emotional support.

2. Any Visit/Meeting:

- Welcome your patient.
- Ask about your patient's main concern for the visit.
- Explain your agenda.
- Propose an agenda that combines the patient's concerns and yours.
- Be prepared to negotiate.
- Ask for feedback.

3. Breaking Bad News - SPIKES

- **S**etting and listening skills
- **P**atient's Perception of the condition and its
- **I**nvitation from the patient to give information
- **K**nowledge – giving medical facts
- **E**xplore Emotions and Empathize as the patient responds
- **S**trategy and Summary