

Communication – Take Home

- **Standardise Communication and Handover** using “ISBAR”
 - a. I am ___ - I am calling about, Identify correct person, Situation, Background, Assessment and Response requested/recommendation

The “C”s of Communication

- **Clarity**
(be specific, be succinct, avoid jargon)
- **Coordination**
(use people’s names, confirm you hear instructions, relay information via leader)
- **Cohesion**
(clarify goals, share information, invite input, acknowledge effort)
- **Cool & Calm**
(speak low and slow, be positive, use humour to good effect)
- **Concern** to be freely expressed
(use graded assertiveness - attention/enquiry/clarify/demand or “CUSS”- see PTO)
- **Conflict** to be avoided
(clarity/consensus/decision)

Know about the Concept of ‘Human Factors’ I suggest you think about management of the TEAM, YOURSELF and the ENVIRONMENT in order to remain in control when managing difficult situations:

- **YOU** – Are you H.A.L.T? (**Hungry, Angry, Late or Tired**)
- **ENVIRONMENT** – Are you familiar? Noise Levels (patient, team)? Distractions?
- **Use Checklists to control the Emergency and free up your brain to think clearly**

The highly functioning **TEAM** requires good leadership and followership to move forward effectively and efficiently towards shared common goals. As the team leader it is important to continuously allow for feedback, share your thought processes and summarise at regular intervals. As a team member it is important to provide feedback and support for the team dynamics to work well...

- **ELEMENTS OF GOOD TEAMWORK**
 - Clear Team Structure
 - Adequate plan and preparation
 - Skilled Members – (recognition of extra needs is part of good team work – call for help early)
 - Effective Team Leadership
 - Good Team Communication
 - Full utilization of resources
 - Wise management of people
 - Common Goals
 - Collaboration
 - Regular Education and Training

When managing an Emergency Share your goals with the team (rather than a list of tasks). Communicate using names and closed loop communication. Debrief after Difficult cases and Emergencies and reflect on what went well and what could go better. Try to share your thoughts and learning points with seniors as well as Interdisciplinary Team Members e.g. Nurses). You should never feel completely isolated at a big hospital – there’s support available.

Graded Assertiveness – Concern about a Colleagues Actions or Checking Plan(s)

- C – **CONCERN** - I am **concerned** that we haven't checked for allergies
- U – **UNSURE** - I am **uncertain** that this Augmentin duo forte medicine can be given to someone with a possible penicillin allergy
- S – **SAFETY** – I am really worried it is **UNSAFE** to give this patient a penicillin like drug given his known allergy. I think this is a patient **safety** issue...
- S – **STOP** – Please **stop** – we need to take a timeout and discuss this further...

Essential Crisis Resource Management Skills for Acute Medicine

- Know your environment
- Anticipate and plan
- Effective team leadership
- Active team membership
- Effective communication
- Be situational aware
- Manage your resources
- Avoid and manage conflicts
- Be ware of potential errors

Medical Negotiation Skills

“Credibility, authority, and being LIKED are powerful persuasion tools” Cliff Reid (2013)

Strategies for Negotiation (Ciadini)

- **Authority**
 - Individuals are more likely to comply with experts/authority – you may not have this as an intern but your may be able to call on the help of someone who has...
- **Reciprocity** (“Do us a favour”)
 - If you give something to people, they feel compelled to return the favour. E.g. It sounds like the d-dimer sounds like an important test for you to have – I’ll make sure that gets done right now if you wouldn’t mind seeing the patient in the next 20 mins or so?
- **Scarcity**
 - This is less applicable to medicine – i.e. rare items are more valuable to people
- **Liking**
 - We are more inclined to follow the lead of someone who is similar to us rather than someone who is dissimilar
- **Commitment**
- **Social Proof**
 - We view a behaviour as more likely to be correct if others are performing in a similar manner.
- **Consistency**