

## Communication Plus



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## Medical Mishaps and Errors - some Pitfalls

- ⊗ Errors are **Evil**
- ⊗ Doctors and nurses are 'perfectible'
- ⊗ Medical Errors are a sub-speciality of medicine
- ⊗ The last person to screw up is always to blame
- ⊗ Ignoring the Error Chain:



Management Teamwork Communication Equipment P\*ATSE

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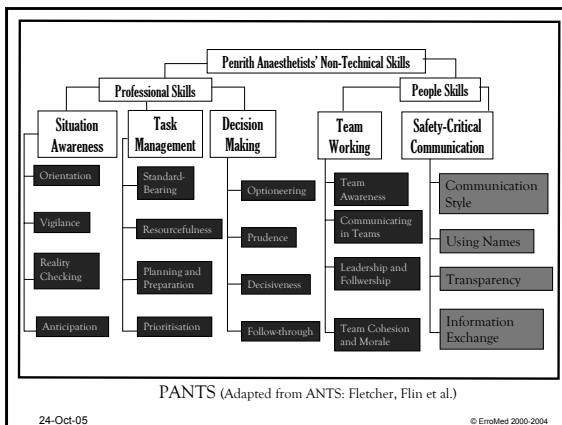
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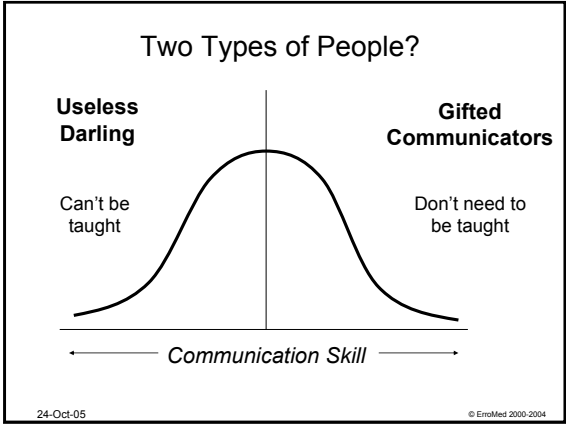
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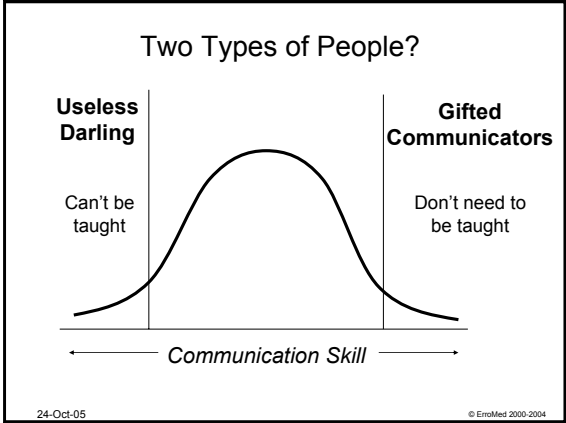
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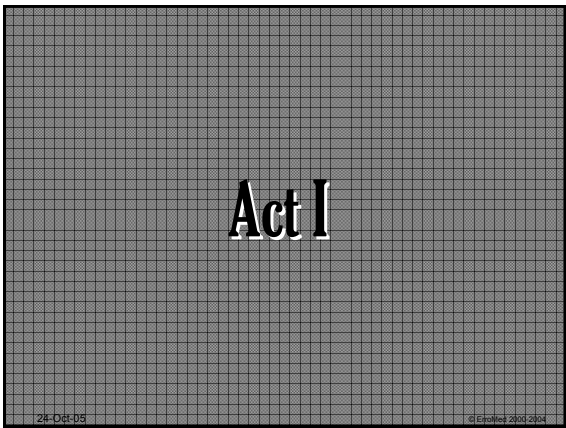
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**Communication Styles - CASA Model**

	Focus : Task	Focus : Power
My Concerns	<b>Assertive</b>	<b>Aggressive</b>
Your Concerns	<i>Cooperative</i>	<i>Submissive</i>

(Derived from the Qantas Model)

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(Derived from the Qantas Model)

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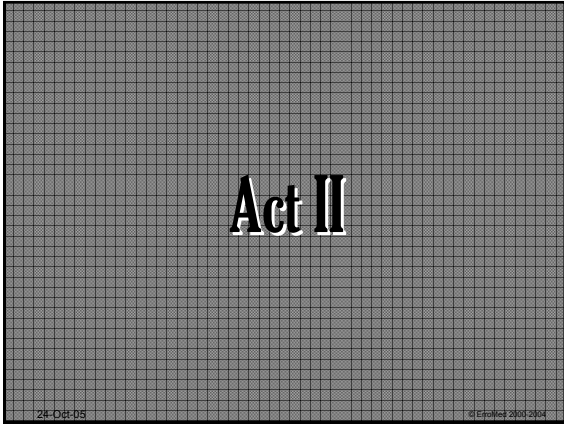
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from *L communicate* to share

A two-way process

Someone Talks

Someone Listens



'Communication' - A Working Definition:  
The effective transfer of meaning

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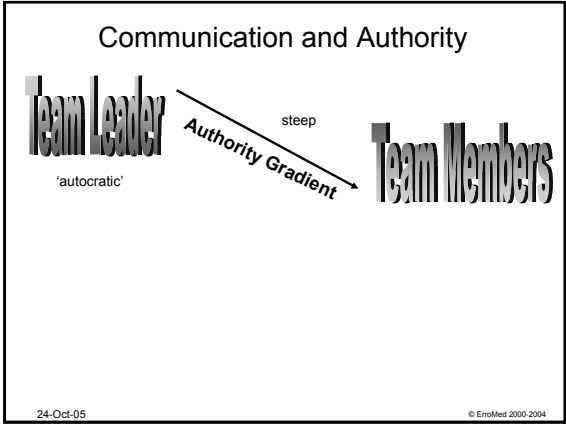
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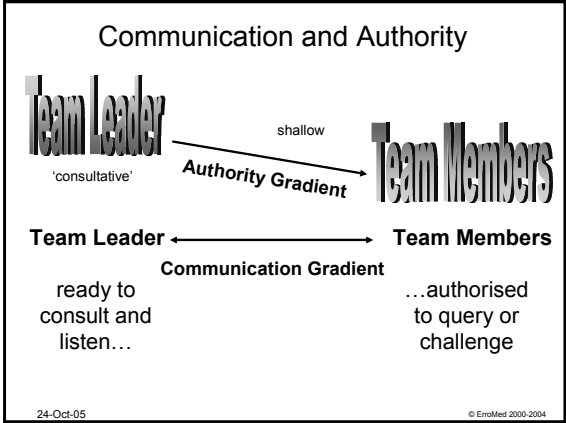
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### Graded Assertiveness

	Emergency language
Level 4	'We're unsafe - DO something'
Level 3	'Why are we persisting?'
Level 2	'Maybe we should do something else'
Level 1	'Something's not right'

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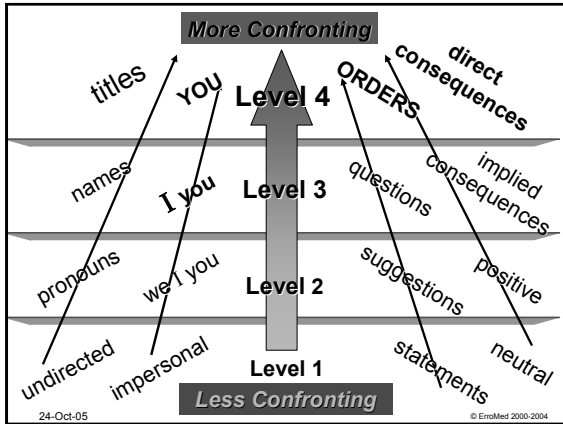
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### Graded Assertiveness Language

Seek Clarification  
 “Stavros– are you sure the tube is in the trachea ?”

Offer Options or Alternatives  
 “One of us could listen while the other one bags”

Express Concern about situation awareness  
 “Chest isn’t moving much.”

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### Level 4: Emergency Language

**“Doctor - you must listen!”**

**“He’s hypoxic - Check the tube !”**  
 (‘Or else...’)

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# Act III

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## Bee-haviour

The Bee Dance

Positive

Specific

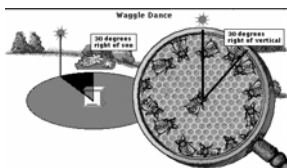
Directed

- everyone is listening

Acknowledged

- challenge-response

(Explained)



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## Basic Elements of Effective Communication

- Specific - Using Names and Numbers
- Directed - Nominating Instructions
- Acknowledged - Challenge-Response
- Explained - Transparency

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## The Importance of Using Names

- Speeds up team formation and encourages cohesion
- Allows the flow of information and instructions to be directed and specific.
- Enhances Team (Situational) Awareness
- Helps you track information after the event.
- And - it's just plain good manners!

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## Transparency

- Articulating intentions
- Lets others know what you're thinking/doing
- Allows confirmation that intended actions and stated goals align

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## English Language Traps

- 'Left' vs. 'Right' vs. 'Wrong'
- **Hypo-** vs. **Hyper-** tension
- Impersonal Pronouns
- Letters and Numbers...

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## Did they say...

15 or 50?  
16 or 60?  
17 or 70?  
18 or 80?  
19 or 90?  
5 or 9?

Pilots say

'Bearing 15 *that's one-five* degrees'

'I'm 90 *that's niner-zero* km out...'

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## The NATO International Phonetic Alphabet

Alpha Bravo Charlie Delta Echo Foxtrot  
Golf Hotel India Juliet Kilo Lima Mike  
November Oscar Papa Quebec Romeo  
Sierra Tango Uniform Victor Whisky  
Xray Yankee Zulu

- Businesses now use it to help sell me stuff, maybe I could use it to save a life...

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# Lines of Communication... 1

## Synchronous vs. Asynchronous



- Good: Personal
- Interactive
- Closes the loop
- Bad: Interrupt-driven
- Can catch people off guard
- Can get heated
- No record (usually)



- Good: Not interruptive
- Considered responses
- Archivable
- Bad: Impersonal
- 'Opaque'
- Closure not guaranteed
- Feels more 'blunt-end' than 'sharp-end'

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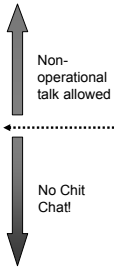
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## "Above or Below Ten?"



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# Act IV

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Be aware of (and beware) non-verbals



When things are unclear, people tend to go with their non-verbal instincts

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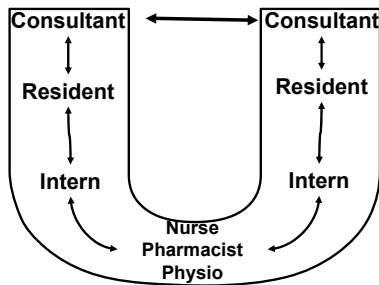


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Lines of Communication...2



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## 'Control', 'Command', 'Leadership'

- Control: *Wielding Resources*
  - ▶ Intubating a patient
- Command: *Exercising Authority*
  - ▶ Running an emergency list
- Leadership: *Showing the Way*
  - ▶ Mentoring a registrar

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## Briefings and Handovers

- SMEAC – Planning Tool  
good for rounds / handovers etc.
  - ▶ Situation
    - ➔ What do we know?
    - ➔ Hx Ex Ix DDX
  - ▶ Mission
    - ➔ What's our objective?
  - ▶ Execution
    - ➔ How are we going to do it?
  - ▶ Admin/Logistics
    - ➔ Who and What do we need by When?
  - ▶ Command/Control/Contingencies
    - ➔ Who's in charge, who do we call?
    - ➔ What's our 'Plan B'?

SBAR – Kick Butt Tool  
(good for over the phone)  
Situation = Problem  
Background = Hx  
Assessment = Ex Ix Dx  
↓  
Recommendation  
= 'I Need You Here Now!'

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**Communication Control Panel**

Communication Style	Transparency	Information Exchange	Transfer Fidelity	Jargon Alert
Aggressive Level 4 Level 3 Level 2 Level 1 Assertive	Declares reasoning Declares actions Incomplete sentences Non-Verbal Inscrutable	Initiates briefings and handovers Tolerates briefings and handovers Turns up, goes home Withholds information	Seeks Acknowledgement Directed Specific Pronouns Non-Verbal Silence Novice/Novelty Alert <input checked="" type="checkbox"/>	Klingon WHOA Technical Plain English Baby Talk
Submissive Mute <input checked="" type="checkbox"/> Am I listening? <input checked="" type="checkbox"/>	Cooperative			

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VIAKOM JCD/CAJUX

**WHEN DID OUR SEASONS BECOME FISCAL QUARTERS?**

*Introducing*  
HINT MOCHA CHIP FRAPPECCINO BLENDED COFFEE

REMEMBER SUMMER!

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Coming Soon –  
The Corporatisation of Health Care Language

- Faux Amis
  - ▶ Patients, Customers or Clients?
  - ▶ Managers or Leaders?
  - ▶ Committees or Teams?
- Spin Speak ('Death Sentence' – Don Watson)
  - ▶ Puff words – 'enhancing' 'passion'
  - ▶ Rug words – 'negative patient outcomes'
  - ▶ Fuzz words – 'engaging' 'stakeholders' in a 'key' 'quality' 'process' 'going forward' as a 'core' 'value' of our 'commitment' to yadda yadda yah

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