BeST Communication: Promoting Better, Safer Care through Clear Communication

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Motivation for the Study

- 2011 caregiver study in Green County
 - #1 challenge: "communicating with professional service providers"
- Caregivers' health literacy impacts the health and healthcare of the person they are helping
 - Limited resources available targeting improving effective communication between health care professionals, patients and caregivers

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How can we fill this health literacy gap?

- Informal caregivers of older adults are resources that can create more productive interactions with members of the health care team
 - Chronic Care Model
 - Social Cognitive Theory
- Objective: develop educational program to enhance informal caregivers' health communication and health care visit management skills

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Care Talks Program Goals

- · Build skills for preparing for an office visit, including developing a list of concerns/questions
- Discuss what to do during and immediately following a provider encounter
- Describe the health care professional's (HCP) perspective and identify some of their barriers to effective communication
- Apply problem-solving strategies to several challenging communication situations.

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The Care Talks Program

Three 2-hour sessions, one week apart; and one 2-hour booster session one month later

- Session 1
- Trust Building/stories
- Barriers to HCP
- communication • Preparing for an office visit • Problem solving approach
- Session 2
- Guest physician
- Build skills prep for, and
- maximizing time in, visit
- Model & Home practice

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- Session 3 Effective Communication Skills/Strategies Asking key questions
- Role play with feedback
- Session 4 (Booster)
- Review strategies
- Challenging situations
- Community resources

CARE Session 3 Care Talks Handout - Before, During, After an Appointment Before the Appointment After the Appoint **During the Appoin** m you help -- "What do we w at this visit?" and I'm his wife, The do you think that went? Ins, we didn't get to ask Time savin order of 2m for your do ory - Be prepared t o tell what embarranning brief, if the do Tip: The sooner you follow up with the fresher the visit will be in the do youhave o help. Like Example: Use reflective listening, if unsure say "Help me understand," or "Areyou saying.... CARE Better Care Through B

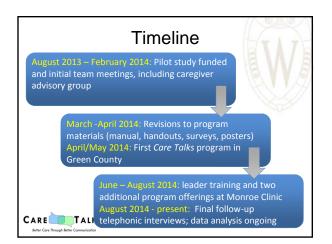


Primary Research Questions

Does the *Care Talks* program increase participants' ability to:

- negotiate role with the person they help?
- develop a list of concerns (agenda) to discuss with the "doctor" and share them?
- summarize what they heard and identify main points after a visit?
- use "I" statements and ways to resolve conflict with a "doctor"?

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Care Talks: What have we learned so far?

- Recruitment
- Session length and content
- · Booster session scenarios and benefit
- Preliminary data suggest that participants are more likely to:
 - prepare a list of questions/concerns for the doctor
 - ask questions about things they don't understand
 - introduce themselves and explain their role

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