

Critical Conversations in Healthcare

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Learning Objectives

- Learn best practices and key steps for conducting “crucial conversations” effectively
- Learn how to identify when a critical conversation is needed and ways to approach it successfully
- Learn tips and techniques for how to master your story, cultivate emotional intelligence, and move to action

- What are some of these crucial conversations?
- What makes them crucial?
- Why do we need to understand more about them?



Crucial Conversations

- Learn best practices and key steps for conducting “crucial conversations” effectively

- Healthcare provider power
 - Tradition
 - Knowledge
 - Directives
- Voice of Medicine



- Importance of collaborative communication

- Dialogue
- Pros
- Cons

Communication Skill Building

- Nouning
- Verbing
- Motivational Interviewing



Crucial Conversations

- Learn how to identify when a critical conversation is needed and ways to approach it successfully

- Set a respectful tone
- Let the decision maker set the agenda
- Gauge the decision maker's interest
- Explore ambivalence
- Listen
- Elicit-provide-elicite
- Identify multiple options (including doing nothing) and weigh their merits
- Partner; don't persuade
- Roll with resistance
- Gauge the decision maker's sense of confidence and self-efficacy
- Focus on small, incremental changes
- Collaborate and empower
- Example:
<https://www.youtube.com/watch?v=hPp9J8wPxMc>

Practice!

- Find a partner
- Use motivational interviewing for the following

Guy: I broke my arm in three places

Doctor: Well, don't go to those places



- Physician

- Patient had A1C of 9.5, and had brought it down to 7.5, but it is now 8.4
- Last visit patient had been prescribed new medication

- Patient
 - Stopped medication without informing doctor, had read concerning things on the Internet linking medication to cancer
 - Parent had died of cancer
 - Scared that physician would be angry

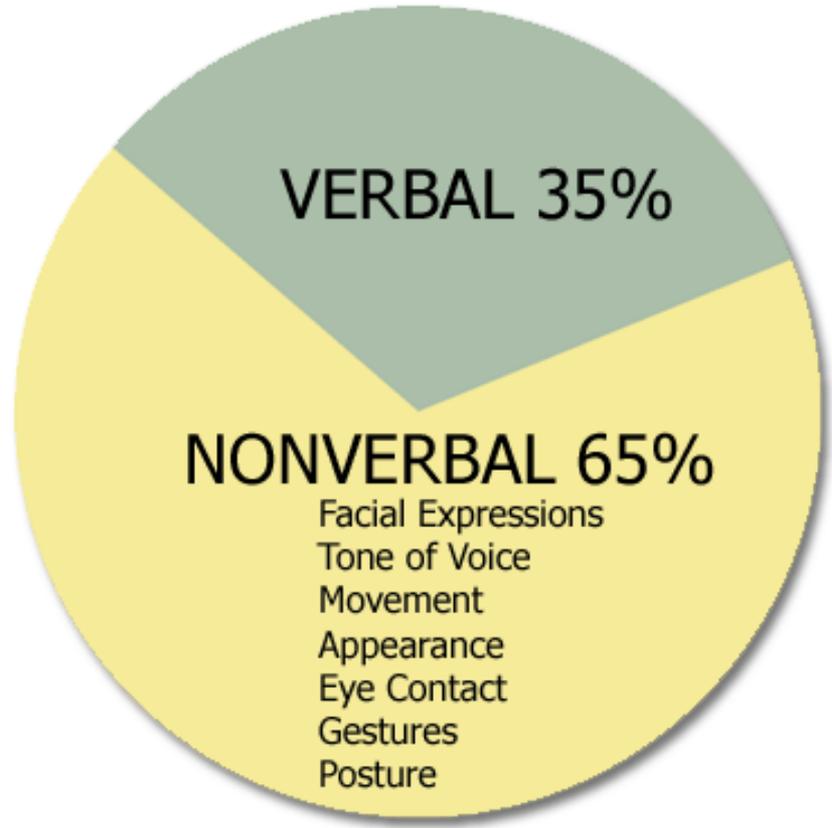
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Tips and Techniques

- Learn tips and techniques for how to master your story, cultivate emotional intelligence, and move to action

Communication

- Nonverbal
 - What nonverbal communication can providers do to engage in “dialogue” with patients?
- Verbal
 - What verbal communication can providers do to engage in “dialogue”



- Marco (age 45) has high blood pressure, is overweight, doesn't like to exercise, and smokes.
- How might you encourage a dialogue with Marco, using the specific nonverbal and verbal strategies we've discussed?

The importance of the narrative

- They occur frequently
- Shape our viewpoints
- Decreases perceptions of power

Assess

- Patient understanding
- Focus on enabling patients



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- Best Practices/Key Steps
 - The Approach
 - Tips/Techniques

- Lindsey (age 72) is seriously ill, but she feels pretty well and talks positively about the future. Her partner has asked the doctor to not tell her she is dying, since they feel her happiness is priority and they feel nothing can be done about it.