ELNEC- For Veterans
END-OF-LIFE NURSING EDUCATION CONSORTIUM
Palliative Care For Veterans

Module 5
Communication

PARTICIPANT OUTLINE
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Participant Outline

I. OVERVIEW OF EFFECTIVE COMMUNICATION
   A. Role of communication
      1. Allows Veteran to tell their story, values, and beliefs
      2. Promotes goal concordant care
      3. Facilitates interprofessional collaboration
   B. Veteran/family expectations of communication

II. DISCUSSIONS WITH PATIENTS AND CAREGIVERS
   A. Respectful and effective language
   B. Verbal/nonverbal cues
   C. Cultural considerations
   D. Attentive listening
   E. Mindful presence

III. COMMUNICATION STRATEGIES
   A. Build trust
   B. Acknowledge emotions
   C. Check/verify what was said/was heard & understood
   D. Expect conflict
   E. Support patient and family
   F. Facilitate conversations about serious illness
   G. Collaborative interprofessional communication

IV. INTERPROFESSIONAL TEAM
   A. Effective interprofessional communication influences patient outcomes
   B. Family meetings are an effective tool
   C. Ongoing and consistent team communication is important
   D. Developing a process for resolving conflict is necessary

V. SUMMARY