

ELNEC- For Veterans

END-OF-LIFE NURSING EDUCATION CONSORTIUM

Palliative Care For Veterans

Module 5 Communication

PARTICIPANT OUTLINE

Module 5: Communication 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