



Government of **Western Australia**
East Metropolitan Health Service



Simulated Patient Care Conversations: A Goals of Patient Care Workshop

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Outline

- › Importance of Goals of patient care (GoPC)
- › GoPC communication skills training
- › Workshop design
- › Evaluation and results
- › Future of GoPC communication skills training





Goals of patient care (GoPC)

› What are GoPC?

- Discussion with patient/family member about goals and values which guide treatment recommendations

› Benefits of GoPC discussions to patient outcomes

- Fewer unwanted intensive medical interventions
- Less CPR and increased hospice utilisation at the end-of-life
- Better quality of life near death
- No evidence end-of-life discussions increase emotional distress or psychiatric disorders

Mack et al., 2012, Wright et al., 2008





GoPC communication training

- › Survey of junior doctors perceptions regarding inpatient GoPC discussions

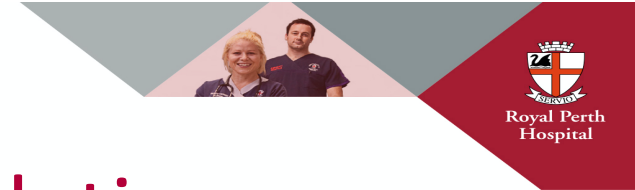
Only 9%

received GoPC training during their current clinical term

82% responded that **not enough training in communication** was a barrier in GoPC discussions sometimes or often

100% of responders would like to have **dedicated time for GoPC communication training**





Evidence for learning through simulation

- Experiential learning stimulates behavioural change
- Role play & simulation
- iValidate (Simpson et al., 2019)
 - Reduced readmission among frail patients
 - Increased documentation of values
 - Reduced medical emergency team (MET) responses





GoPC communication workshop

› Aim

- Improve clinician's confidence in GoPC communication skills
- Demonstrate ICE-REMAP frameworks & facilitated workshop are effective in teaching GoPC communication

› Design

- COVID-19 funding
- 8 half-day workshops run over 8 consecutive weeks
- Pre-reading, 2 videos recorded at RPH of ICE-REMAP lecture and demonstration
- 2 clinical scenarios, trained actor role-playing simulated patient or family member
- Take-home pack, MS teams channel





GoPC communication workshop

› Workshop teaching strategy

- Evidence based frameworks: ICE & REMAP (Childers et al., 2017)
- Simulation
 - High fidelity using professional actors
 - Two experienced clinician facilitators
- Feedback
 - Agenda-led outcome-based analysis (ALOPA) (Kurtz et al., 2005)
 - Encourage self-reflection, problem solving, observing others, providing feedback
 - Reinforce new skills, consolidation of learning

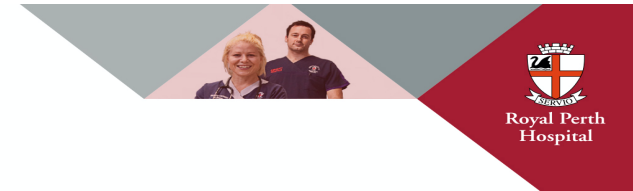
REMAP



For LATE goals of care:

1. REFRAME the situation.
2. EXPECT EMOTION NURSE.
3. MAP out important values.
4. ALIGN with the patient & family.
5. PLAN treatments to uphold values.





GoPC communication workshop

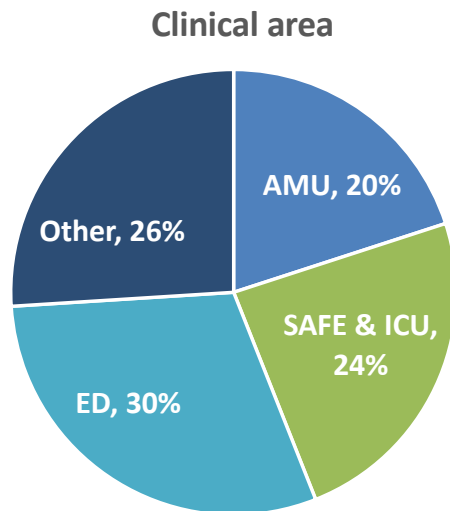
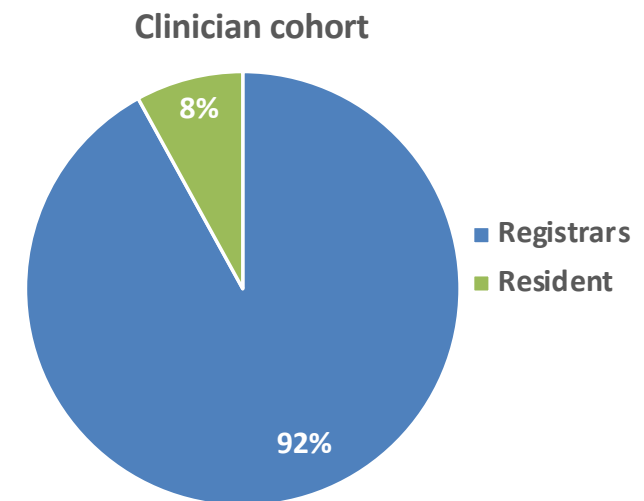


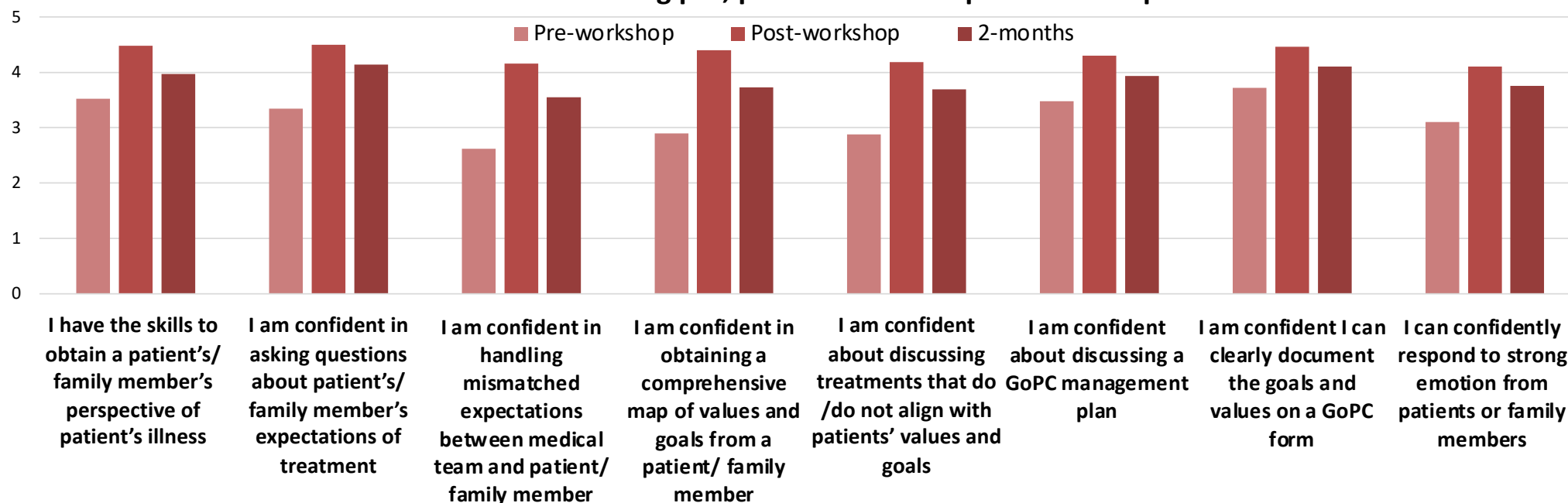
Table 1 Participant demographics	Pre/post workshop survey	2-month post-workshop survey
Sex	N = 50	N = 26
Male	38% (19)	10 (38%)
Female	62% (31)	62% (16)
Age	Years	
Mean age	31.7 ± 3.54	32.9 ± 3.43
Range	27 – 41	29 – 45
Maximum age	41	45
Clinical experience	Years	
Mean	6.94 ± 2.88	7.04 ± 2.36
Range	2.5 – 18	2.5 – 12
Clinician cohort		
Registrars	92% (46)	100% (26)
Residents	8% (4)	0 (0)
Clinical area		
AMU	20% (10)	19.2% (5)
SAFE & ICU	24% (12)	11.5% (3)
ED	30% (15)	34.6% (9)
Other	26% (13)	34.6% (9)





GoPC communication workshop

Mean confidence rating pre, post & 2-months post workshop





Self-assessed communication skills confidence rating



Cumulative confidence rating (score out of 40)	Score	95% CI	p value
Mean total score pre-workshop	25.56 ± 4.05		
Mean total score post-workshop	34.58 ± 2.70		
Mean total score 2-month follow-up	31.69 ± 3.30		
Mean change in score pre vs post-workshop			
All participants	9.02 ± 3.72	7.96 to 10.08	<0.001
Mean percentage change	35.3%		
Mean change in total score 2-months vs pre-workshop	6.1	4.6 to 7.8	<0.001
Mean change in total score 2-months vs post-workshop	-2.89	-4.67 to -1.47	<0.001



GoPC communication workshop

- 100% of respondents (56/56) responded that they would recommend the workshop to a colleague.
- 100% of respondents (29/29) were interested in attending a further workshop or advanced session on GoPC communication skills.
- 65.5% of respondents (19/29) had shared their learning or taught other clinicians skills developed in the workshop.





GoPC communication workshop

› Quotes from participants about the workshop:

“An absolute essential for all doctors, but also highly recommend for nursing and allied health staff involved in patient care. I would also strongly recommend that refresher courses be mandatory for all medical staff - these are essential skills for providing high quality, appropriate and patient centred care.”

“Very useful workshop. It will definitely transform my approach to discuss goals of patient care. One of the best workshops I’ve ever attended.”

“A highly regarded and engaging interactive session which not only gives a useable framework but also provides personal feedback for development of interpersonal skills, improving patient centred care.”





GoPC communication workshop

- › Communication skills training in the acute care setting
- › Evidence-based training in communication improves clinician confidence in communication skills and behaviours
- › Where to next?
 - Impact on clinician behaviours, patient outcomes & experience
 - Establishing a sustainable programme
 - Involve allied health and nursing staff
 - Innovate in other area's beyond acute care:
 - GPs, RACF, Outpatient clinics, pre-operative settings





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