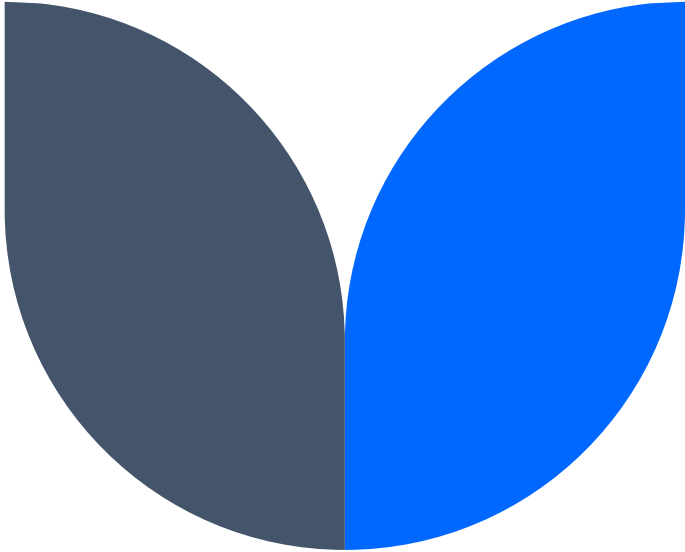
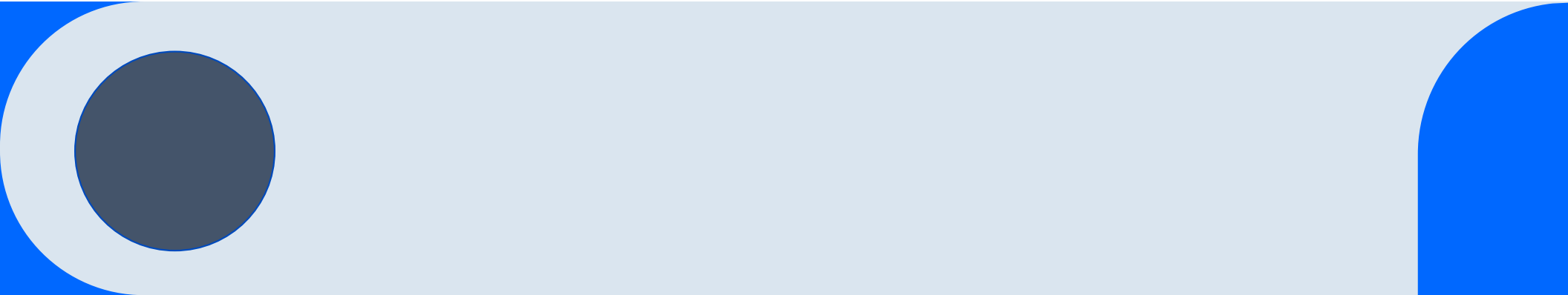




Effective Communication During Respiratory Clinical Rotations (or any time)

Rena Laliberte BS, RRT, CPFT, FAARC

Clinical Education Specialist -Henry Ford Hospital, Detroit



Disclosures

I receive an honorarium from Respiratory Associates for teaching this course.

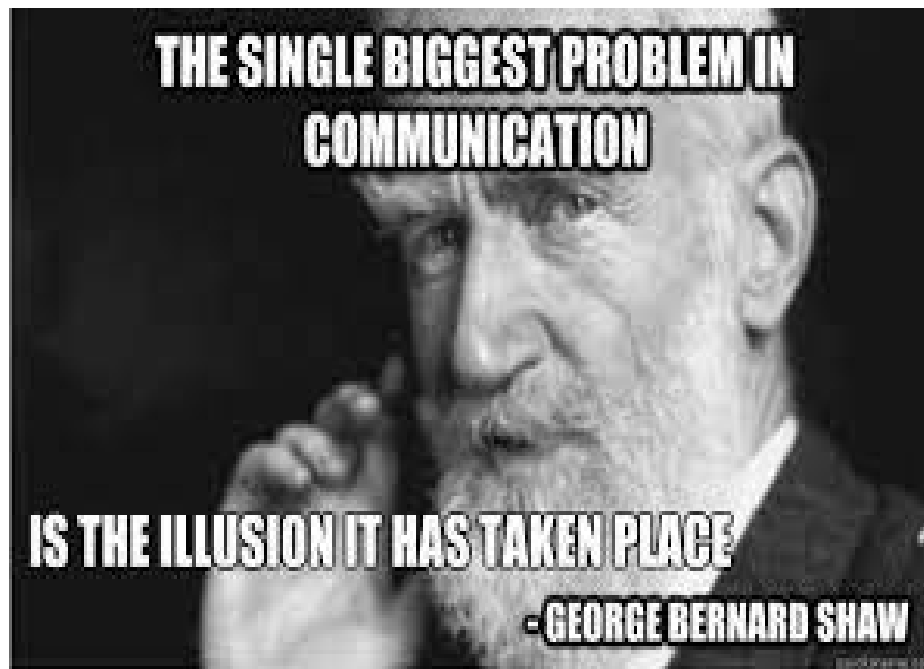
I have no conflicts or other disclosures.



Objectives:

- Discuss/Define Ineffective Communication
- Identify Communication Methods
- Define Active Listening
- Review the need for Effective Communication in the Healthcare Environment

Communication



Communication(The Great Carnac)



Ineffective Communication

Ineffective communication is **a disruption or failure in the process of communication**. Ineffective communication isn't unavoidable. To communicate effectively, one must become active listeners, avoid emotion-driven talk, create safe spaces for communication, & developing norms for communication.

My thoughts



Why are we ineffective at communicating?

Journal of IMAB - Annual Proceeding (Scientific Papers). 2017 Jul-Sep;23(3):

Original article

CAUSES FOR INEFFECTIVE COMMUNICATION BETWEEN MEDICAL SPECIALISTS

Stayko I. Spiridonov,
*Department of Health Policy and Management, Faculty of Public Health,
Medical University - Sofia, Bulgaria.*

Why are we ineffective at communication

- 12 month study- 477 medical specialists (questionnaire method)
- 41% Stated communication was poor
- 39.8% blamed their colleagues for being poor communicators
- 27.6 blamed their bosses for the poor communication
- 28.3% communication would be better with new equipment and more money
- 27.3% stated wage increases are essential to improving communication within the teams they work in

Results/Opinions

- More in-depth study of the motivation of healthcare workers with the purpose of improving effective communication in their work groups
- Provide training on the impact of communication skills and the relationships between professionals
- Development of a program to clarify the risk of deterioration of relationships between the team, this will offer opportunities for individual improvements in communication, leading to a number of favorable outcomes

Ineffective Communication-Student



Types of Communication

- Verbal Communication.
- Non-Verbal Communication.
- Written Communication.
- Visual Communication.
- Feedback Communication.
- Mass Communication.
- Group Communication.



Types of Communication

Verbal Communication: simply means using spoken language to send a message to a listener.

Non-Verbal communication: the ways in which we convey information about our emotions, needs, intentions, attitudes, and thoughts without the use of spoken language



Types of Communication

Written Communication: any written message that two or more people exchange

Visual Communication: the practice of using visual elements to communicate information or ideas- What is the most expensive car in 2022?

18.7 Million dollars



Types of Communication

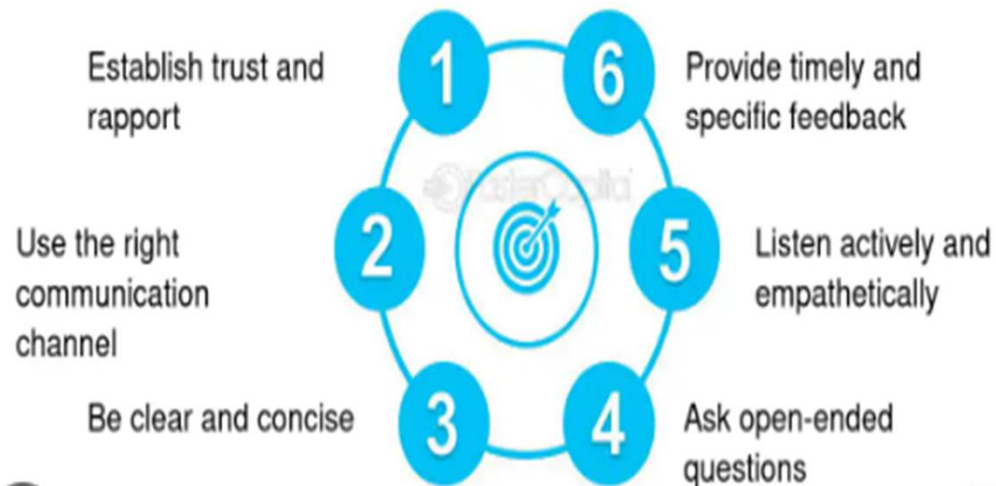
Feedback Communication: refers to a response from the receiver to the communicator which gives them an idea of how the message is being received and whether it needs to be modified.

THIS form of communication is key for the Student in effectively communicating with your Preceptor it allows you to relate to each other and find shared meaning in the message.

(works both ways)

Feedback Communication

Effective Communication and Feedback



14 Tips for Effective Communication

- Listen carefully – Don't jump in, listen to understand
- Pay attention to body language (non-verbal cues) Look at eyes, arms, shifting in chair
- Be reflective – repeat back or mirror statement, don't interrupt or ask questions yet, speak with them
- Summarize themes – Plateau pressure, Pkp, asynchrony – Sounds like I need to study the interaction btw pt/vent
- Affirm feelings – if someone is angry while telling a story, you can say Oh! That sounds so infuriating!
- Watch your tone! - Leave the attitude at home
- Honor Silence – it can be uncomfortable, sometimes words aren't our friend. Honors intensity of the moment

14 Tips for Effective Communication

- Leave it Alone- You don't have to be "right" You are trying to understand not win, change or fix it
- Create Safety- Be vulnerable, share openly, feeling exposed depends on feeling safe. Listening, making it not about you and being nonjudgmental establishes trust
- Be Organic – don't interrupt the process. Be open to unexpected and random
- Don't get lost – If there is no real agenda or direction then you can't get lost or off track
- Ask questions - thought provoking and open-ended "did you have a bad day?" "what was the most difficult part of your day?"
- Follow their lead – The speaker is in the driver's seat, using these tips will get them to their destination
- Invite Sharing – inviting sharing, this says that you care, are interested, and will not judge.

Ineffective Communication + Poor Listening = Recipe for Disaster

Subtle Signs You're a Poor Listener, According to Experts

1. You interrupt
2. You turn the conversation back on yourself
3. You don't ask questions
4. You nod excessively
5. You get defensive
6. You hurry the speaker along
7. You exhibit unwelcoming body language
8. You avoid eye contact
9. People tell you, "I already told you that"
10. You can't wait for your turn to speak

3 basic listening models

- Competitive or combative listening: Occurs when people want to push their own type of view or opinion rather than listening to others
- Passive, attentive listening: We are genuinely interested in what someone is saying, but not yet at the point of responding or being involved
- Active, reflective listening: This is the model you want to use. In this model you actively listen and understand what the other person is saying we listen before we interject what we want to share. We restate or share back information with the speaker

<https://www.universalclass.com/articles/business/listening-models.htm>

Active Listening

Active Listening: a way of listening and responding to someone that improves mutual understanding



**Really, I heard every
single thing you said!**

Triple –A- Listening

Attitude: Positive attitude paves the way for open-mindedness, don't assume something is bad and let reactive interference prevent you from recalling key points

Attention: You cannot attain concentration by concentrating on the act of concentration (got that?) Pay attention to the speaker and their ideas once in your short-term memory they must be processed into ideas!

Addjustment: You need to follow the speaker and be flexible, if you are lost or the message is not coming across the way you need it to, ask a clarifying question and let the speaker know

<https://www.centenaryuniversity.edu/wp-content/uploads/2017/02/Triple-A-Listening-Supplemental-Reading.pdf>

10 tips for Active Listening

1. Face Speaker have eye contact
2. “Listen” to non-verbal cues too
3. Don’t interrupt
4. Listen without judging or jumping to conclusions
5. Don’t’ start planning what to say next
6. Show you are listening
7. Don’t impose your opinion or solution
8. Stay Focused
9. Ask questions
10. Paraphrase and summarize

References: <http://www.mindtools.com/CommSkill/ActiveListening.htm>

Are we losing our ability to communicate effectively?

Editorial | [Open Access](#) | [Published: 05 June 2020](#)

How COVID-19 pandemic changed our communication with families: losing nonverbal cues

[Annachiara Marra](#) , [Pasquale Buonanno](#), [Maria Vargas](#), [Carmine Iacovazzo](#), [Eugene Wesley Ely](#) & [Giuseppe Servillo](#)

The effects of social deprivation on adolescent development and mental health

[Amy Orben](#) DPhil ^{b, †}, [Livia Tomova](#) PhD ^{c, †}, [Sarah-Jayne Blakemore](#) PhD ^{a, d}  

Smartphones, social media use and youth mental health

[Elia Abi-Jaoude](#), [Karline Treurnicht Naylor](#) and [Antonio Pignatiello](#)

CMAJ February 10, 2020 192 (6) E136-E141; DOI: <https://doi.org/10.1503/cmaj.190434>

Why is communication important

The screenshot shows a Google Scholar search interface. The search bar contains the text "why is communication important in healthcare". Below the search bar, the text "About 4,660,000 results (0.11 sec)" is displayed and circled in blue. The left sidebar contains filters for "Articles", "Any time", "Since 2022", "Since 2021", "Since 2018", "Custom range...", "Sort by relevance", "Sort by date", "Any type", "Review articles", "include patents", "include citations", and "Create alert". The main results area displays four entries:

- The importance of effective communication in healthcare practice**
H Ratna - Harvard Public Health Review, 2019 - JSTOR
... is bidirectional between patients and healthcare systems. If either the patient or health care ... is to analyze the components of effective communication in a healthcare setting, cite current ...
☆ Save 99 Cite Cited by 41 Related articles All 2 versions
- Communication in healthcare: a narrative review of the literature and practical recommendations**
P Vermeir, D Vandijck, S Degroote... - ... journal of clinical ..., 2015 - Wiley Online Library
... important as the perception of the healthcare professionals. To this purpose, a consumer quality index continuum of care has been validated for assessing patient's experiences across ...
☆ Save 99 Cite Cited by 372 Related articles All 22 versions
- [BOOK] Health communication: From theory to practice**
R Schiavo - 2013 - books.google.com
Page 1 RENATA SCHIAVO "This useful book on the theory and practice of health communication has proved itself in the public health literature. Health communication is integral to ...
☆ Save 99 Cite Cited by 1085 Related articles All 33 versions
- [HTML] Interpersonal communication in healthcare**
CM Chichirez, VL Purcărea - Journal of medicine and life, 2018 - ncbi.nlm.nih.gov
... Communication is a very important component of the marketing mix. It is the instrument through which an entity participates in the exchange of information with the various components ...
☆ Save 99 Cite Cited by 96 Related articles All 9 versions
- [HTML] Professional communication and team collaboration**
M O'Daniel, AH Rosenstein - Patient safety and quality: An ..., 2008 - ncbi.nlm.nih.gov
... system instead of experiencing adverse events stemming from communication ... health care delivery. As such, this chapter will review the literature on the important role of communication ...
☆ Save 99 Cite Cited by 537 Related articles All 13 versions

Why is communication important

The Importance of Communication and Public-Speaking Skills



Author: Leo F. Parvis
Date: May 2001



From: Journal of Environmental Health (Vol. 63, Issue 9)
Publisher: National Environmental Health Association



Document Type: Article
Length: 1,181 words

Almost every profession requires public speaking, but ours especially. We need to promote this skill among our colleagues and persuade more environmental health professionals to actively participate in events and gatherings, get acquainted with the idea of participation, be willing to share their thoughts, and contribute in any way possible. To enunciate well, perform professionally, and satisfy an audience, one should become familiar with the elements of communication and use them in one's presentations.

One paragraph says so much...

- Colleagues/Health Professionals
- Actively Participate
- Share thoughts
- Contribute
- Enunciate
- Satisfy an audience
- Become familiar
- “Elements of Communication”
- Use them.

Parvis, Leo F. "The Importance of Communication and Public-Speaking Skills." *Journal of Environmental Health*, vol. 63, no. 9, May 2001, p. 44. *Gale OneFile: Health and Medicine*, link.gale.com/apps/doc/A75099663/HRCA?u=anon~d6a519db&sid=googleScholar&xid=632e09a8. Accessed 9/5/2022

Effective Communication



Skills you learn now will help you avoid patient experiences like this in the future



In Review

Both the Student and the Preceptor have valuable things to share, we should learn and share thoughts, ideas and experiences with each other.

Effective Communication and Active Listening are skills that will benefit both our Professional and Personal Lives

The more we educate ourselves and practice these skills the more natural it will become.

There is a wealth of information on all these topics in video, research papers and in book form.

References

- *Virtual Mentor*. 2007;9(8):555-558. doi: 10.1001/virtualmentor.2007.9.8.hlaw1-0708.
- Spiridonov SI. Causes for Ineffective Communication between Medical Specialists. *J of IMAB*. 2017 Jul-Sep;23(3):1623-1626. DOI: [10.5272/jimab.2017233.1623](https://doi.org/10.5272/jimab.2017233.1623)
- <https://franticallyspeaking.com/ineffective-communication-explained-and-how-to-avoid-it> Accessed Sept. 3, 2022
- PProvoke Media. "The Cost Of Poor Communications, <https://www.provokemedia.com/latest/article/the-cost-of-poor-communications>." Accessed May 18, 2022.
- The University of Texas Permian Basin. "How Much of Communication Is Nonverbal?, <https://online.utpb.edu/about-us/articles/communication/how-much-of-communication-is-nonverbal/>." Accessed May 18, 2022.
- <https://www.stevenson.edu/online/about-us/news/importance-effective-communication>. Accessed August 17, 2022
- <https://courses.lumenlearning.com/wm-publicspeaking/chapter/the-three-as-of-active-listening/> Accessed May 18, 2022
- Hoppe, M. H. (2006). *Active Listening: Improve Your Ability to Listen and Lead*. United States: Center for Creative Leadership.
- <https://openbook.guilddeducation.com/triple-a-listening-for-students/>
- <https://www.universalclass.com/articles/business/listening-models.htm>
- Videos/open access YouTube
- <https://good-grief.org/wp-content/uploads/2017/04/15-Effective-Communication-Tlps.pdf>

Thank you.

QUESTIONS

