

Communication skills

for Providing Information and Planning

#1. PROVIDE CORRECT AMOUNT AND TYPE OF INFORMATION

- Assess the patient's starting point
- Break the information into 'chunks'. Check the patient's understanding of each chunk

We covered a lot today. To make sure that I've explained things clearly, can you tell me...

- Ask what other information would be useful
- Avoid giving advice or reassurance prematurely

#2. AID PATIENT RECALL AND UNDERSTANDING

- Use easy to understand language
- Slow down
- Organise the explanation/signpost

First I want to tell you about... & then I am going to talk about...

- Use visual aids
- Check understanding

What questions do you have for me now?

#3. INCORPORATE THE PATIENT'S PERSPECTIVE

- Relate explanation to the patient's ideas, concerns and expectations

You said you were worried the pain was angina...

- Respond to non-verbal cues

You look worried

- Allow opportunity for patients to contribute



#4. SHARED DECISION MAKING AND PLANNING

- Share your thinking/offer suggestions & choices

I think that there are two options that we should discuss

- Encourage patient to contribute their ideas

What are your thoughts on this?

- Explore options with the patient
- Establish the patient's preferences

What matters most to you?

- Negotiate the plan

Now that we had a chance to discuss your treatment options, which treatment do you think is right for you?

- Check with the patient

Can I just check you are happy with this plan?

Find out more: www.hse.ie/nhcprogramme

