



# Engaging with Patients and Carers

Patient Safety  
Lecture no. 8

## COLOR INDEX

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# Objectives:



Understand the ways in which patients and carers can be partners in healthcare:

- Preventing harm.
- Learning and Healing from an adverse event.



Understand basic communication techniques.



Learn elements of informed consent.



Recognize the basics of open disclosure after an adverse event.

◆ This lecture was presented by Dr. Ruaim Muaygil

◆ For the required reading **from Blackboard** click [here](#)



# Patient and Carer Engagement



- Engaging with patients and carers is important, and every patient has the right to receive information about the care they are receiving.
- Through informed consent, patients, in collaboration with healthcare providers, make decisions about interventions.

كل مريض له الحق بانه يعرف عن حالته بشكل كامل



## Promoting patients' involvement in their own care

Patients who play active roles in the management of chronic health conditions enjoy better outcomes.

Patients and their families can be made aware of opportunities to engage in adverse event prevention by:

- Awareness raising about the risks of preventable harm.
- Encouragement to speak up to providers about safety concerns.



## Ways to Engage Patients

Will be explained next slides

Actively encourage patients and carers to share information.

Show empathy, honesty and respect for patients and carers.

Communicate effectively

Obtain informed consent

Show respect for cultural and religious differences.

Understand the basic steps in an open disclosure process.



# Patient and Carer Engagement

## Benefits of Patient and Carer Engagement

Patient and carer engagement in healthcare can bring numerous benefits;

### ⦿ Patient stories are inspiring:

- Patient stories about adverse events are powerful message.
- Health care providers must engage with these stories and incorporate new understanding in their practice.

### ⦿ Patients' experiences play a role in:

- Improved Diagnosis
- Informed Treatment Decisions
- Better Care Provider Decisions
- Proper Treatment Administration
- Identifying Adverse Events



# Aiding Good Communication

Communication  
Techniques &  
Helpful Questions  
/ Statements

Element of  
Informed  
Consent

SPIKES  
Communication  
Tool

SEGUE  
Framework

Cultural  
Competence

Open Disclosure  
After an Adverse  
Event

## How can we ask patients to describe their feelings?

✦ I imagine this is difficult news.

✦ Does this news frighten you?

✦ You appear to be angry. Can you tell me what you are feeling?

✦ Tell me more about what you are feeling about what I have just said.

✦ I'll try and help you

✦ Is there anyone you would like me to call?



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## Gaining Informed Consent:

- ⦿ Consent is more than a signature on a form, it is a process not an event.  
Elements of informed consent include:

It's Not paper things but a process (Each single time you meet with the patient you're still getting the consent)

### Elements which inform the patient:

- ➔ **Disclosure** of information by the health-care practitioner. نقول للمريض كل شيء يحتاج يعرفه عن حالته
- ➔ Understanding or **comprehension** of the information by the patient. Decision making capacity  
يكون المريض واعي (كبير بدون أمراض عقلية)

### Elements that enable the patient to make a decision:

- ➔ Free and **voluntary** choice by the patient.
- ➔ **Comprehension**, and in ethical terminology this is often referred to as “Decision making capacity”.

## What information do patients need?

1 The diagnosis, including degree of uncertainty.

2 Risks of the treatment.

3 Benefits of the treatment.

4 Information on recovery time.

5 Name, position, qualifications, and experience of health workers who are providing the care and treatment.

6 Availability and costs of any service required after discharge from hospital, such as home care or rehabilitation services.



# Aiding Good Communication



Communication Techniques & Helpful Questions

Element of Informed Consent

**SPIKES** Communication Tool

SEGUE Framework

Cultural Competence

Open Disclosure After an Adverse Event

◎ **SPIKES** is used to guide in communicating bad news in “end-of-life” situations, but may also be used more generally.

	Element	Definition
S	<u>S</u> etting	Privacy, significant others, sit down, listen.
P	<u>P</u> erception	Ask patients what they think is going on.
I	<u>I</u> nvitation	Ask patients how much they want to now about their diagnosis and treatment.
K	<u>K</u> nowledge	Help patients anticipate disturbing news.
E	<u>E</u> mpathy	Listen for and identify the emotions, identify the source, acknowledge emotion, be quiet.
S	<u>S</u> trategy & <u>S</u> ummary	Summarize key information, encourage questions, assess understanding, share plan.

Communication Techniques & Helpful Questions

Element of Informed Consent

SPIKES Communication Tool

**SEGUE** Framework

Cultural Competence

Open Disclosure After an Adverse Event

Set the stage

S

Elicit information  
How much they know

E

Give information

G

Understand the patient perspective

U

End the encounter

E



# Aiding Good Communication

Communication Techniques & Helpful Questions

Element of Informed Consent

SPIKES Communication Tool

SEGUE Framework

**Cultural Competence**

Open Disclosure After an Adverse Event



**Cultural competence:** is the knowledge, skills and attitudes necessary to provide care in a way that respects and honors cultural values:

- ➔ Be aware and accept cultural differences.
- ➔ Be aware of one's own cultural values.
- ➔ Recognize that cultural beliefs impact how patients perceive their health, treatment options, and health practitioners.

Communication Techniques & Helpful Questions

Element of Informed Consent

SPIKES Communication Tool

SEGUE Framework

Cultural Competence

**Open Disclosure After an Adverse Event**

## Do patients want disclosure of adverse events?

⊙ Studies have shown that a majority of patients want:

An explanation of what happened.

An admission of responsibility.

An apology

The assurance of prevention of similar events to others in the future.

Punishment and compensation.

⊙ Common barriers to disclosing adverse events include:

*Causes of why health care workers have difficulty to admit their mistakes*

Want to avoid confrontation

Causing more distress to patients

Loss of reputation, job, insurance

Fear legal action



Open disclosure after an adverse event involves communicating openly and promptly.

This approach is distinguished from the expected bad outcomes of the disease or injury.

**Key Principles of Open Disclosure** include:

- ➔ Open timely communication
- ➔ Acknowledgement of the incident
- ➔ Expression of regret/apology
- ➔ Recognition of reasonable expectations
- ➔ Support and confidentiality for staff

**IMP** Dr.: It is not related to bad outcomes that we expect from a disease, but for **Example**, at the end of a surgery the medical team forgot a piece of gauze in the abdomen = **Adverse Event** and we need to disclose it in open time communication to tell the patient about the error and give apologies and reasonable expectations



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**Open Disclosure  
After an Adverse  
Event**

## The Harvard Framework for Disclosure

Element	Definition
<b>Preparing</b>	Review facts, identify and involve participants, choose appropriate setting.
<b>Initiating conversation</b>	Determine patient and family readiness, level of medical understanding.
<b>Presenting the facts</b>	<b>Simple description</b> , speak slowly, explain current outcome, describe next steps. Sincerely acknowledge the patient's and family's suffering.
<b>Active listening</b>	Allow ample time for questions, do not monopolize the conversation.
<b>Acknowledging what you have heard</b>	After listening to the patient and their family, acknowledge their concerns and validate their feelings. This helps build trust and shows empathy.
<b>Responding to any questions</b>	Answer any questions the patient and their family may have to the best of your ability. If you don't know the answer, it's okay to say so, but assure them that you will find out and follow up with them.
<b>Concluding the conversation</b>	<b>Summarize</b> , repeat key questions raised, establish the follow-up.
<b>Documentation</b>	Describe the event, describe the discussion.





# Team Leaders

Aroub Almahmoud

Remaz Almahmoud

Lama Almutairi

# Team Members

Farah Abukhalaf

Nazmi M Alqutub

Aljoharah Alkhalifah

Nazmi A Alqutub

Aleen Alkulyah

Areej Alquraini

Aryam Almsari

 Moath Alhudaif

Mohammed Alqutub

Rahaf Alshowihi

Aishah Boureggah

Sarah Alshahrani

Sultan Albaqami

Raghad Alqhatani

Lama Alrushid

Lama Alotaibi

Haya Alzeer

Sarah Alajaji

Faris Alzahrani



Patientsafety.team443@gmail.com