



## 8

# Engaging with Patients and Carers

## Objectives:

1. Understand the ways in which patients and carers can be involved as partners in health care, both in:
  - a. Preventing harm.
  - b. Learning and healing from an adverse event.
2. Understand basic communication techniques.
3. Learn informed consent procedures.
4. Recognize the basics of open disclosure.

### Color index:

Slides

Important

Doctors notes

Extra



# Engaging with Patients and Carers

## 1. Knowledge Requirements:

1

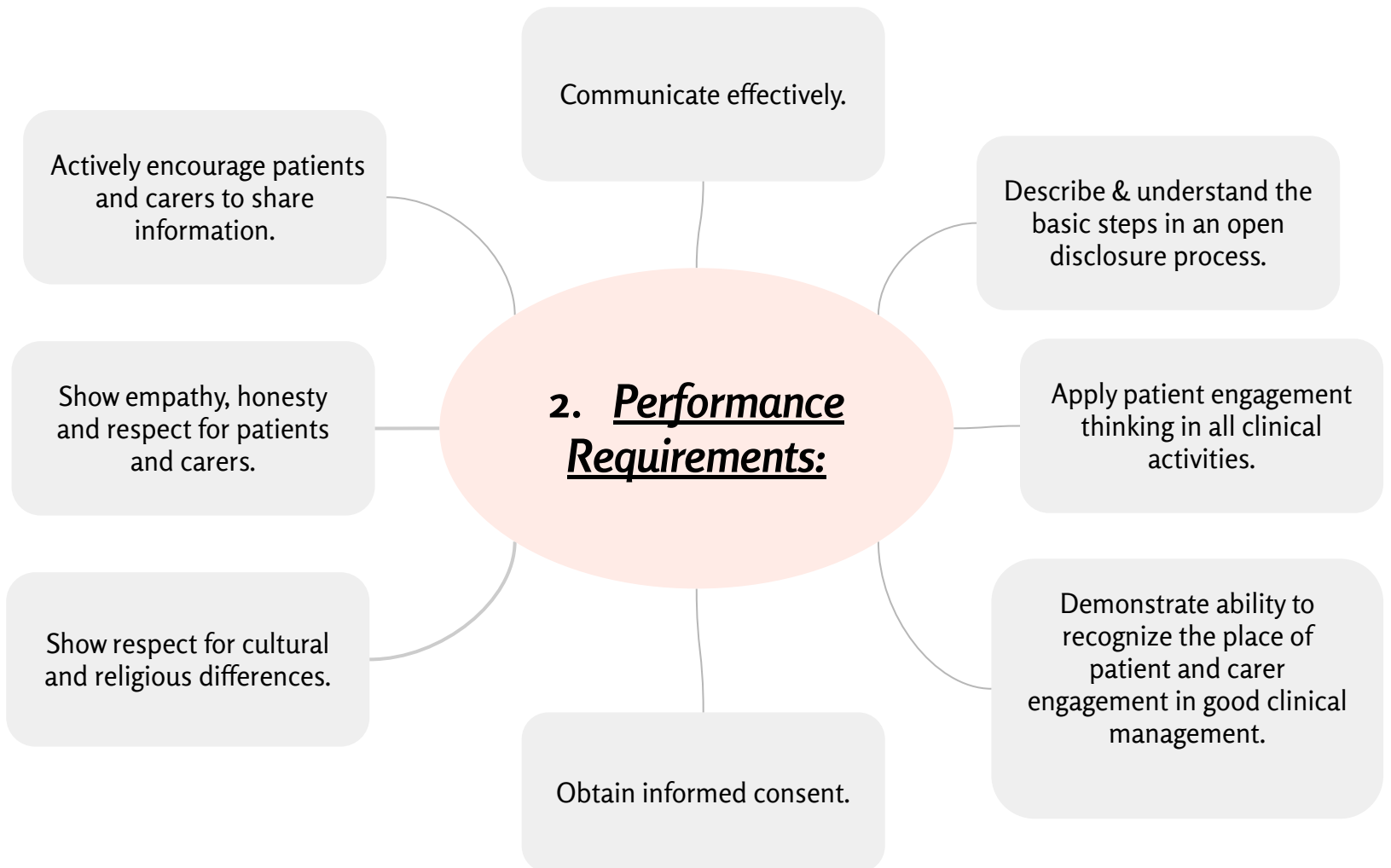
Basic communication techniques.

2

Informed consent procedures.

3

The basics of open disclosure.



## Gaining an Informed Consent

“What Information Do Patients Need?”

The Diagnosis

The degree of uncertainty in the diagnosis

Risks involved in the treatment

Information on recovery time

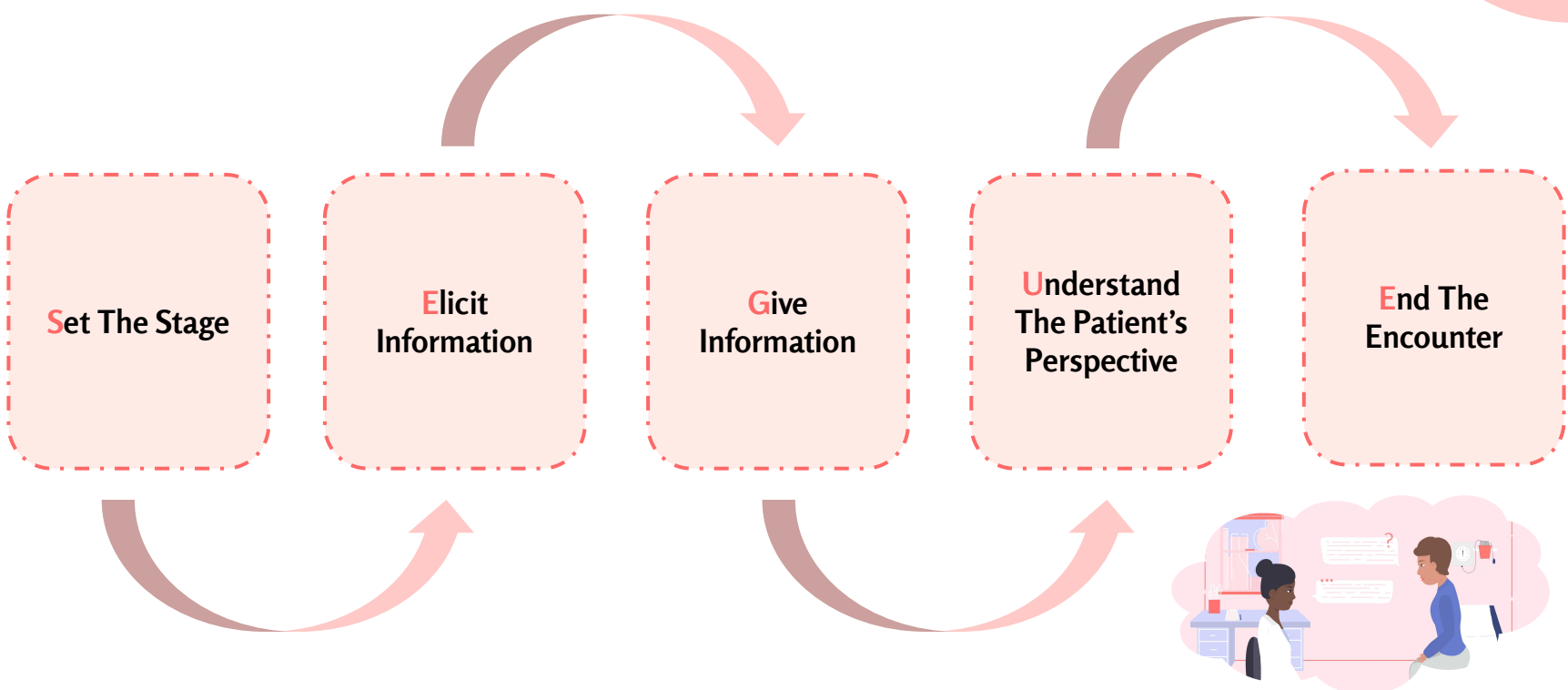
The benefits of the treatment and the risks of not having the treatment

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

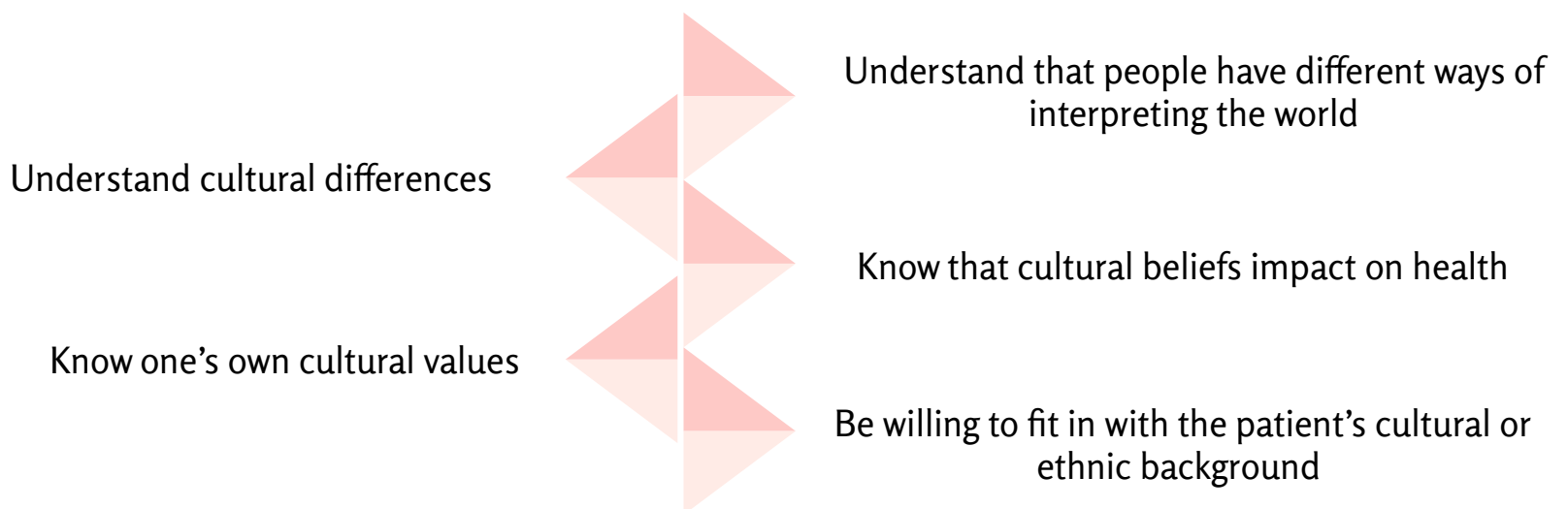


Availability and costs of any service required after discharge from hospital

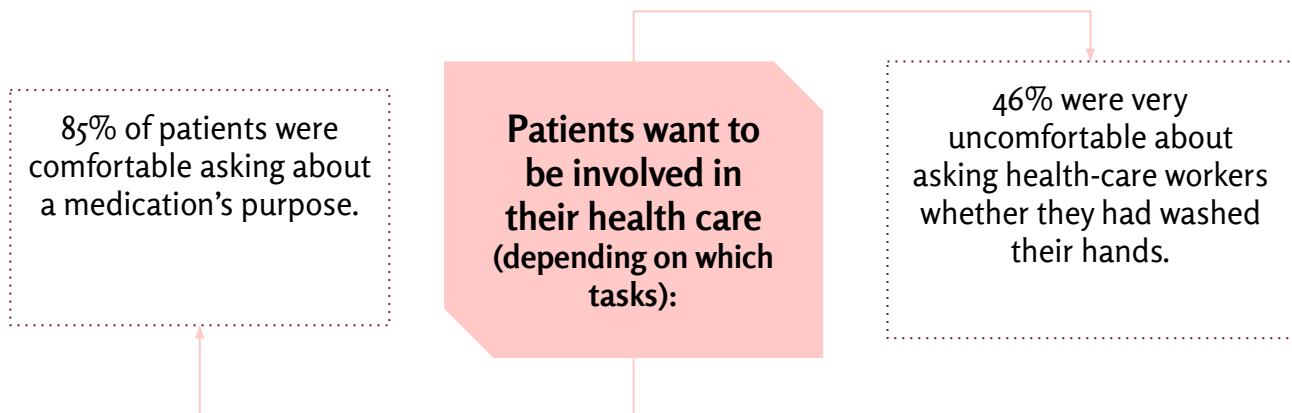
## Aiding Good Communication “*SEGUE Framework*”



## Aiding Good Communication “*Cultural Competence*”

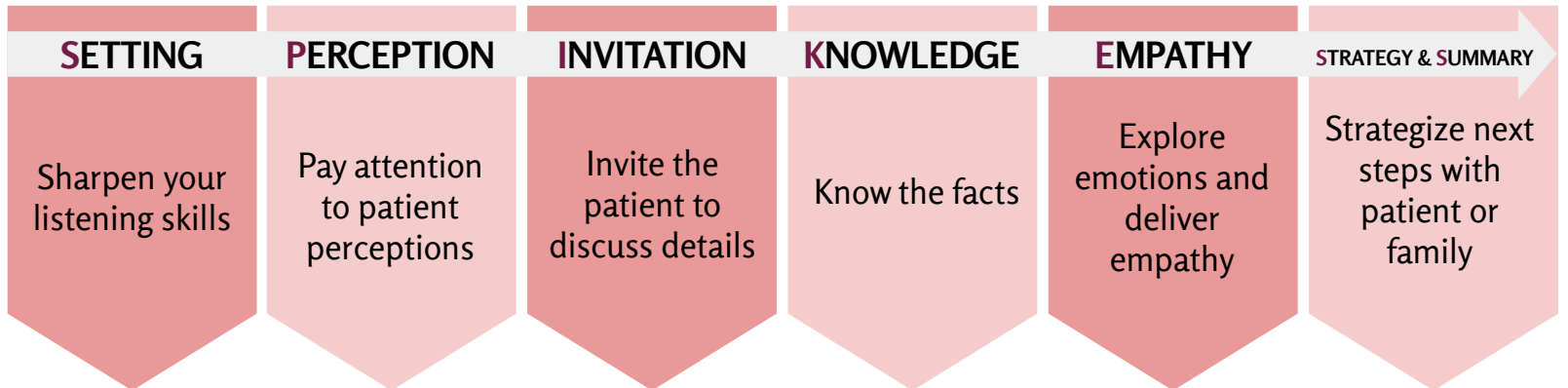


## Patient Role in Minimizing Adverse Events



## SPIKES “A Communication Tool”

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



## Open Disclosure

Informing patients and their families of bad outcomes of health-care treatment, as distinguished from bad outcomes that are expected from the disease or injury being treated.

### Key Principles of Open Disclosure:

Open timely communication.

Acknowledgment of the incident.

Expression of regret/apology.

Recognition of the reasonable expectations of the patient and the caregiver.

Support for staff.

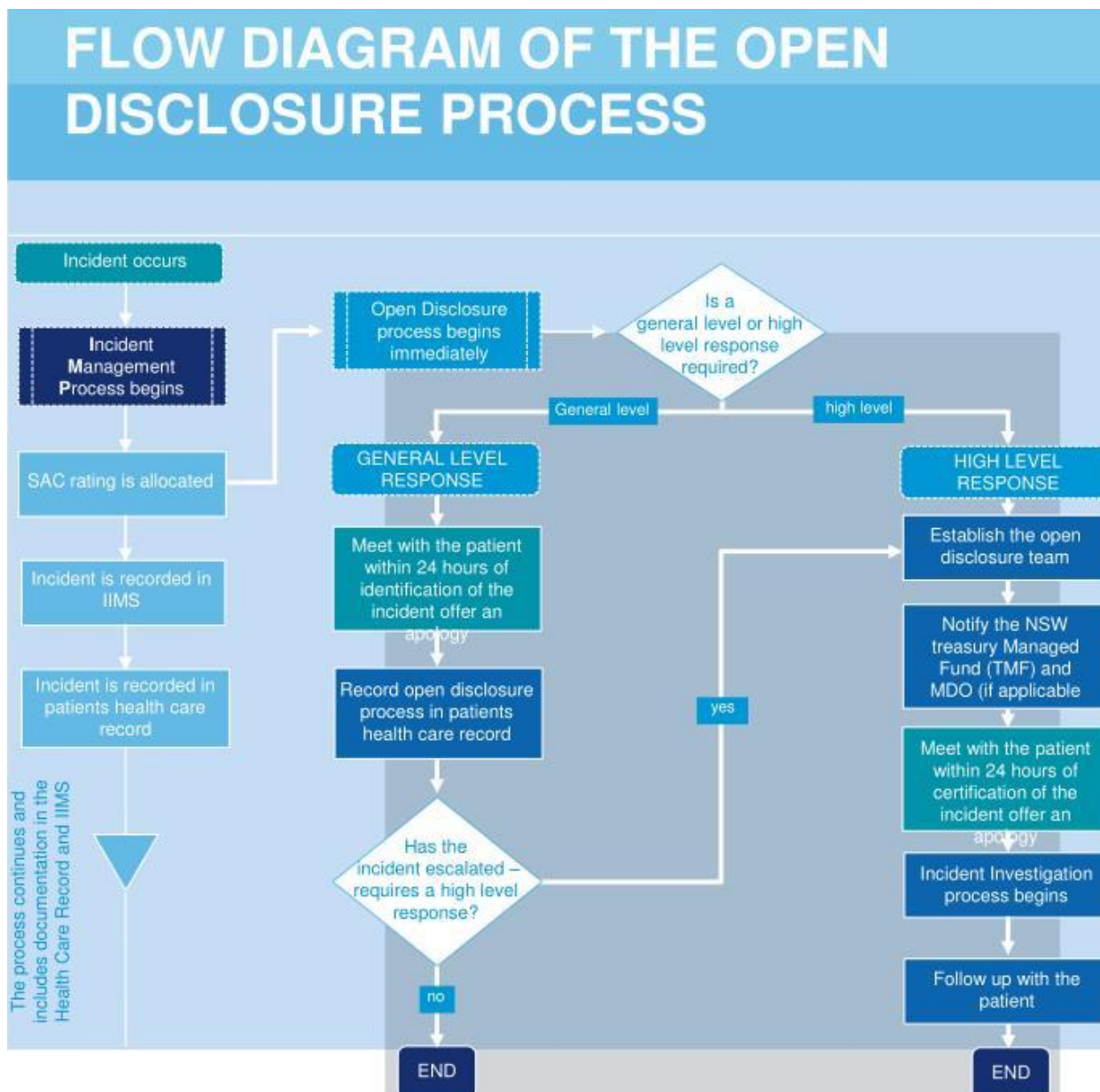
Confidentiality.

# Harvard Framework for Disclosure



## Flow Diagram of The Open Disclosure Process

(Don't even bother) Reading



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