Summary of Interacting with Staff

OBJECTIVE
1) To learn effective techniques for communication with nursing staff, including difficult/angry staff

Communication with Nursing and Ancillary Staff

- Importance of Communication
  - Poor communication can lead to:
    - Medication errors
    - Adverse events
    - Poor patient outcomes (including M&M)
    - Provider stress

- Improving Communication
  - Introductions and interactions
  - Attitude

- Communication Techniques:
  1) LEARN-Confirm
     - Background: Useful when those involved don’t see eye-to-eye, including angry/difficult staff
     - Technique
       - Listen to the nurse’s perspective on the problem
       - Explain your perception Include “why”
       - Acknowledge differences and similarities
       - Recommend your treatment plan Include “why”
       - Negotiate a plan
       - Confirm nurse understanding, nurse buy-in
  2) STICC
     - Background: Good when time short, when patient status changes, when called for problems
     - Technique
       - Situation: Here’s what we face.
       - Task: What I think we should do.
       - Intent: Here’s why.
       - Concern: Here’s what we should keep our eye on.
       - Calibrate: Tell me if you don’t understand, can’t do it, or know something I do not