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
        - <u>L</u>isten to the nurse's perspective on the problem
        - <u>E</u>xplain your perception *Include "why"*
        - <u>A</u>cknowledge differences and similarities
        - <u>R</u>ecommend your treatment plan *Include "why"*
        - <u>N</u>egotiate a plan
        - <u>Confirm</u> nurse understanding, nurse buy-in
    (2) STICC
    - Background: Good when time short, when patient status changes, when called for problems
    - Technique
        - <u>S</u>ituation: Here's what we face.
        - <u>T</u>ask: What I think we should do.
        - <u>I</u>ntent: Here's why.
        - <u>C</u>oncern: Here's what we should keep our eye on.
        - <u>C</u>alibrate: Tell me if you don't understand, can't do it, or know something I do not