



Communication with family during cancer treatment

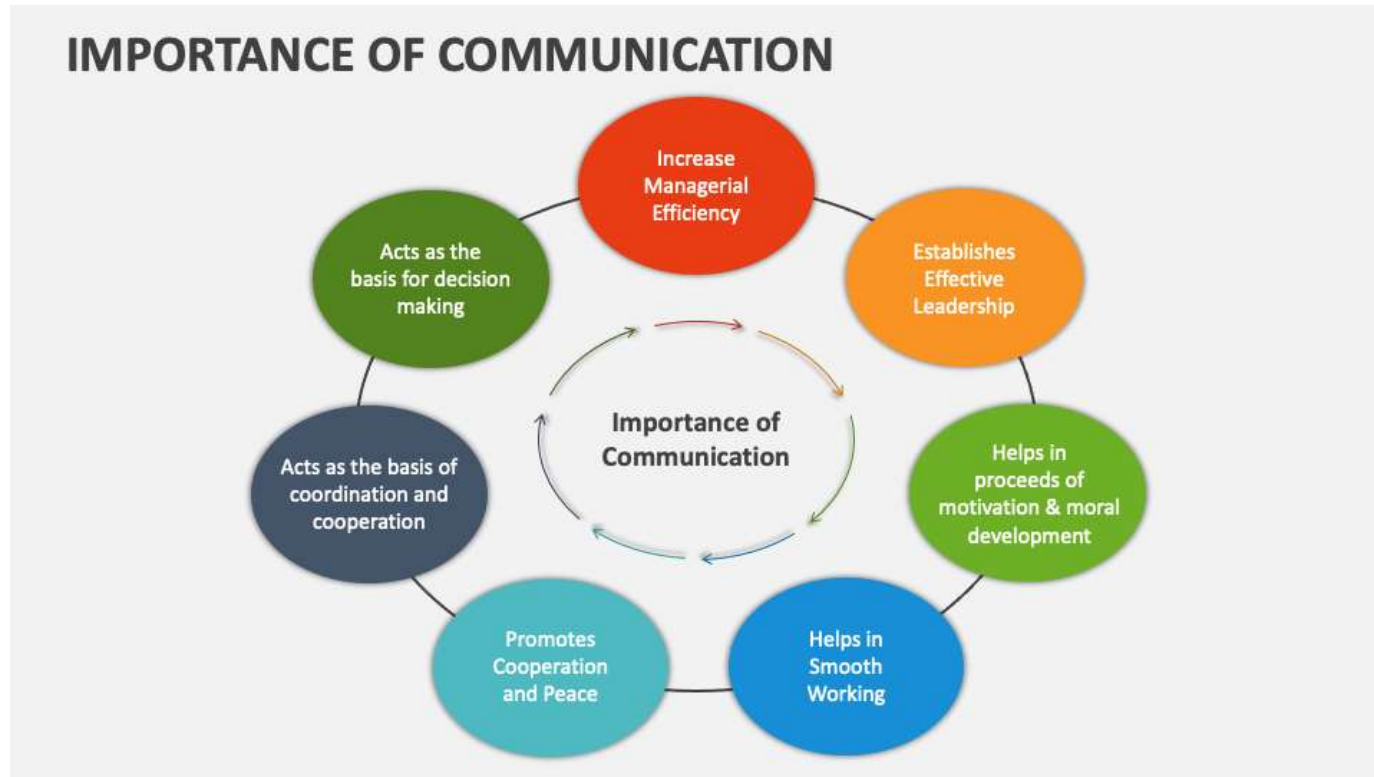


Agenda

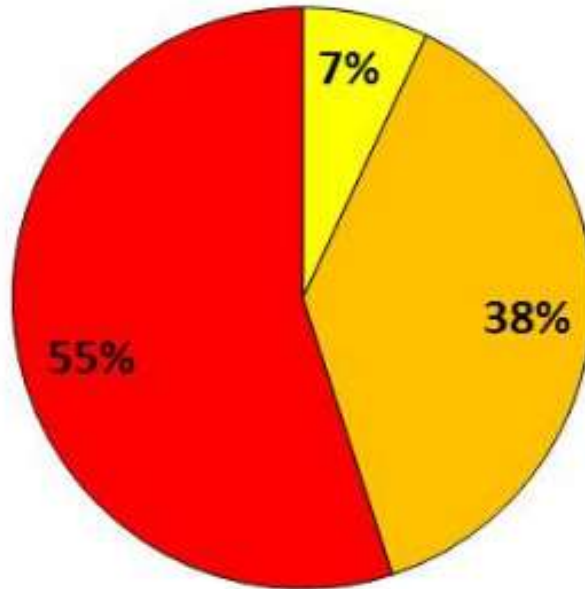
- Communication
- Benefits of Effective Communication
- Teach-Back-Method
- The Halo Effect
- Setting
- Communication with Family
- What to do in the Future?

Importance of Communication

Transmission
of information



Effect of Communication



-  Content
-  Voice
-  Non-verbal

Types of Communication

VERBAL



Strong, confident speaking voice

Active listening

No filler words

Only medical jargon when appropriate

Types of Communication

NONVERBAL



Notice how your emotions feel physically

Be intentional about your nonverbal communications

Mimic nonverbal communications you find effective

Types of Communication

VISUAL



Ask others before including visuals

Consider your audience

Only use visuals if they add value

Make them clear and easy-to-understand

Types of Communication

WRITTEN



Strive for simplicity

Don't rely on tone

Take time to review your written communications

Keep a file of writing you find effective or enjoyable

Benefits of Effective Communication

Encouraging patients to share information

Motivating people to take their medicines as prescribed

Giving patients more understandable information

Helping people to live a more healthy lifestyle

Positively influencing a person's mental state

NHS Health Education England

Teach-Back Method by Darren DeWalt

MD



The Halo Effect



SWEDISH MELODIC-DEATH-METAL-BAND

Which Music Genre?



The Halo Effect

- Type of cognitive bias
- Overall impression of a person influences how we feel and think about their character
- „what is beautiful is also good“ -> physical appearance

Families may experience communication challenges

- Patient's disease and family's daily life are interconnected (Mehta et al. 2009)
- Interdependence to cope with the disease (Gritte 2012)



SETTING
for good
communication



Setting

- Session with (Gyn-)Oncologists
- Preliminary information on family
- Who to invite?
- Create private space

Communication

With the Family
(Gritti et al 2015)

Communication with the family (1)

- Simple and effective language
- More „Open“ questions than „Yes/No“ questions
- Brief, clear and concise comments, tips and suggestions

Communication with the family (2)

- Summarize, „teach-back“
- Active listening
- Non-verbal communication
- Avoid mistakes

Simple and effective language

- THEIR everyday language
 - Language appropriate to the family setting
 - If medical terms are used, „translate“
- Not too intrusive!

„Open“ Questions

- Wide, articulated dialog
- Room for personal views
- Check out the language they use
- in a group of family member: who is the dominating person?



Brief, clear and concise comments, tips and suggestions

- Relatives and Patient waiting for others' opinion/perspectives on the daily choices
- Despite of actual severity of the disease and its prognosis build optimism -> more adaptive ressources, energy



Summarize

- Cancer is a psychological trauma -> affects cognitive function, decision-making process
- „teach-back“
- Repeating information and concepts can happen -> understanding of what is said



Active Listening

- Allow moments of silence
- Break a long silence
- Take the time to grasp/
catch the emotions



Non-verbal Communication

- mimicry of the face
- Posture
- Looks
- Gestures
- Clothing



Avoid Mistakes (1)

- Patients and patients family expect a listener, a shelter for their problems
- They expect a competent person in practical, psychological, spiritual and experienced person



Avoid Mistakes (2)

- Ignoring a participant (i.e. priority to dialog to specific family members)
- disqualifying or negatively connoting sentiments or opinions expressed
- Not being authentic
- Ignoring/Evading questions
- expressing a psychological/psychiatric diagnosis.

Themes of a Meeting

- Share information
- Coping with the disease
- Tips or advice on behaviours or choices
- Quality of care/medical treatment
- Feelings of family members/patient toward each other
- Name for each person's emotions



What to Do in the Future?

- Creating space and time
- Education/Teaching communications skills
- Self-Reflexion
- Self-Care



THANK U 4 UR ATTENTION



Dr. Volkan Aykaç
Specialist for

Internal Medicine



Geriatrics

Palliative Care

Volkan.Aykac@charite.de