



## Communicating with Your Healthcare Team

March 8, 2017

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## Communicating with Your HealthCare Team



**Nurse Practitioner  
Barb Biedrzycki**



## THE TEAM

Clear goals, roles,  
& responsibilities

Shared identity &  
commitment

Reeves, S., Lewin, S., Espin, S., et al (2010). *Interprofessional Teamwork for Health and Social Care*. Oxford: Wiley-Blackwell; 2010.

## Oncology Care Providers

Clinical assistant (CA) / Medical Assistant (MA) / Medical Technician (MT)

Navigator

Oncologist: medical, radiation, surgical

Oncology nurse

Oncology nurse practitioner

## The Extended Team

Dietitian

Financial advisor / counselor

Gastroenterologist

Home care nurse

Interventional radiologist

Mental health therapist

Pain management specialist

Palliative care team

## ...and more

Pharmacist  
Phlebotomist  
Psychiatrist  
Psychologist  
Physical therapist  
Physician assistant  
Receptionist  
Rehabilitation specialist  
Scheduler  
Social worker

## Behind the Scenes

Administrator	Manager
Billing personnel	Medical record specialist
Information technician	Pathologist
Insurance specialist	Phone triage nurses
Laboratory technician	Radiologist

...and many more

# Navigators

## Patient

Broker between patient and the health care system

Helps with logistics, structural, and social needs

## Nurse

RN or NP

Identify & remove barriers

Central point of contact



Academy of Oncology  
Nurse & Patient Navigators

# Clinical Research Team

Co-investigator

Data manager

Financial manager

Institutional Review Board (IRB)

Institutional Biosafety Committee (IBC)

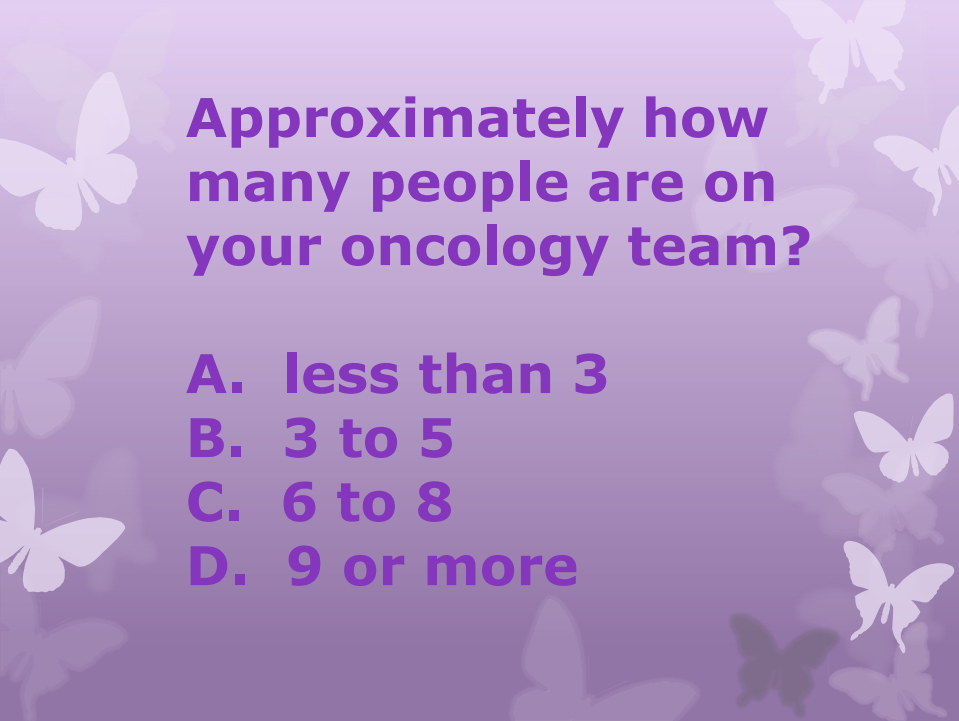
Principal investigator

Regulatory specialist

Research lab technician

Research nurse

Sponsor



**Approximately how many people are on your oncology team?**

- A. less than 3**
- B. 3 to 5**
- C. 6 to 8**
- D. 9 or more**



**Who is in charge?**

**Of course, you are!!!**



**“How are you?”**



## **Communication Styles**

The greatest generation

Silent generation

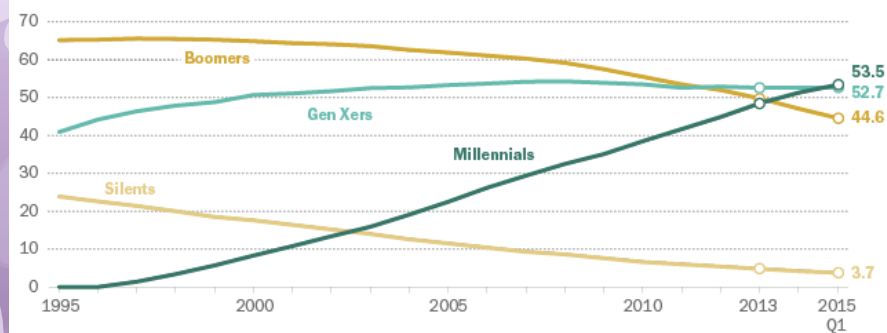
Baby boomers

Generation X

Generation Y / Millennials

### U.S. Labor Force by Generation, 1995-2015

In millions



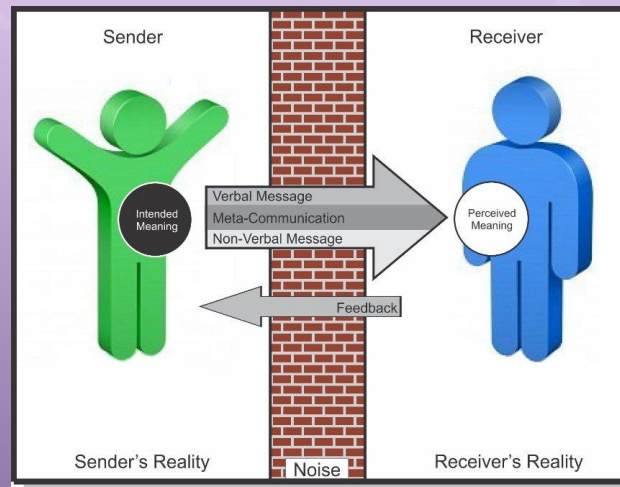
Note: Annual averages plotted 1995-2014. For 2015 the first quarter average of 2015 is shown. Due to data limitations, Silent generation is overestimated from 2008-2015.

Source: Pew Research Center tabulations of monthly 1995-2015 Current Population Surveys, Integrated Public Use Microdata Series (IPUMS)

PEW RESEARCH CENTER

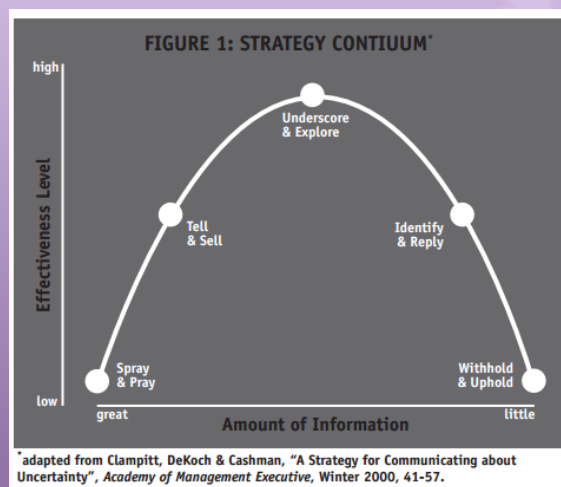


## Effective Communication



Brody, C. (2014). Effective Communication Model.  
<https://www.linkedin.com/pulse/20140503151654-23626116-effective-communication-model>

## Clampitt's Communication Process



## Dangers of Ineffective Communication

- Confusion
- Distress
- Frustration
- Loss of confidence
- Does not understand the recommendations
- Slows cancer research
- Uncertainty about true therapeutic intent of treatment
- Unsure of diagnosis

Fallowfield, L. & Jenkins, V. (1999) *European Journal of Cancer*, 35 (11): 1592-1597.

## Health Literacy

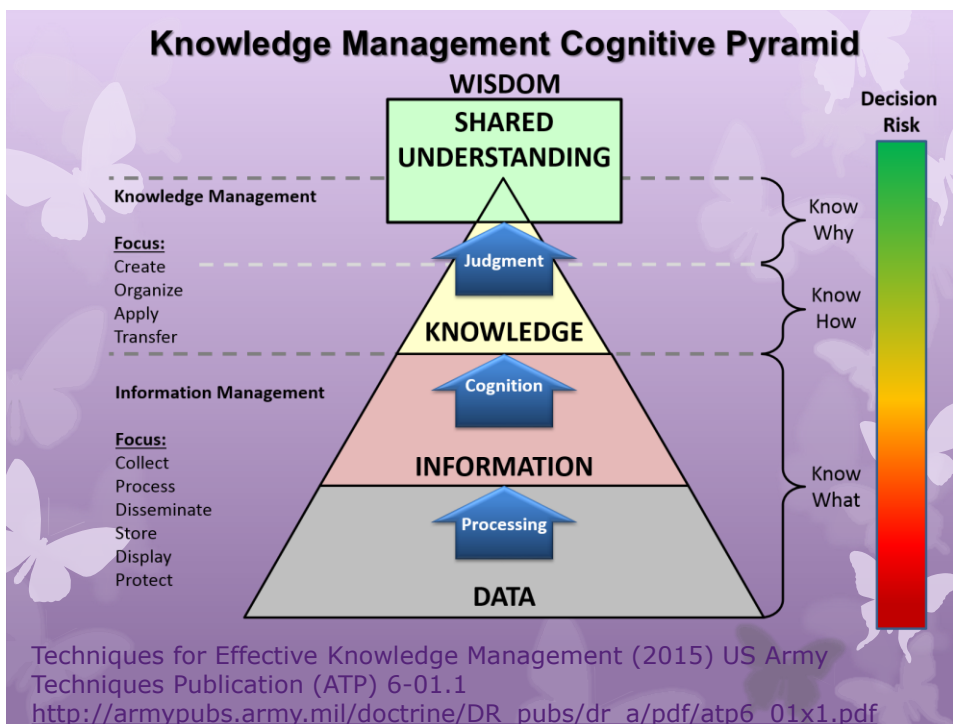
Functional  
Interactive  
Critical

Don Nutbeam; Health literacy as a public health goal: a challenge for contemporary health education and communication strategies into the 21st century. *Health Promot Int* 2000; 15 (3): 259-267. doi: 10.1093/heapro/15.3.259

# Health Literacy

"the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions."

US Department of Health and Human Services, National Institutes of Health, National Library of Medicine (NLM). In: Seiden, CR, Zorn, M, Ratzan, S, et al; eds. Health Literacy, January 1990 through 1999. Bethesda, MD: NLM. February 2000; NLM Pub. No. CBM 2000-1



## Research Information, Knowledge, & Understanding

88% perceived adequacy of  
information

35% actual knowledge

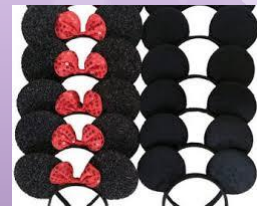
72% perceived understanding

Biedrzycki, B. (2011). Research information knowledge, perceived adequacy, and understanding in cancer clinical trial participants. *Oncology Nursing Forum.* ) (4):E291-6. doi: 10.1188/11.ONF.E291-E296.

## The More Ears the Better



Before  
During  
After



The biggest **problem** with communication is that we don't **listen** in order to **understand**.  
We listen to **reply**.

- UNKNOWN



## Five Tips

- Come prepared
- Beware of hearsay
- Build a support system
- Temper your expectations
- Ask about costs of cancer treatments

Miller, J. Preparing for your first appointment: 5 tips to make the most of it. (2016). *Conquer-magazine*, Vol 2. No. 6, pp 55-57.

## Focus on Your Agenda

- Prioritize
- Be prepared
- Communicate



## **Before Your Visit Is Over**

Plan

Next appointment

Contact information

Emergency numbers

## **Value-added Visits**

Purpose of oncology visits?

EVALUATE & TREAT

Getting more out of your visit



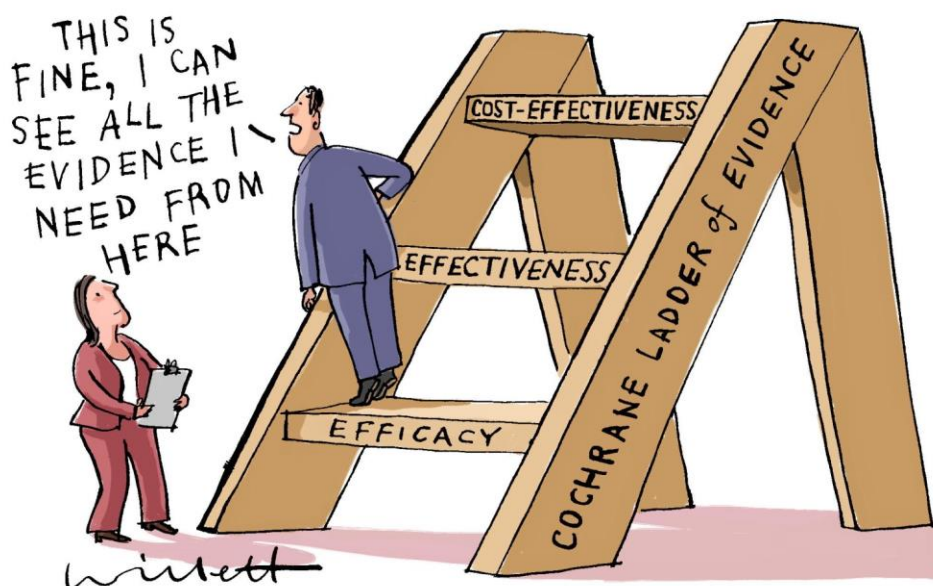
## **Is it the doctor's job to make medical decisions?**

- A. Yes
- B. No



## **Medical Decision Making**

Clinical guidelines  
Providers' experiences  
Providers' preferences  
Patient engagement



<http://www.bmj.com/content/bmj/342/bmj.d2175/F3.large.jpg>

# National Comprehensive Cancer Center (NCCN) Guidelines

Clinical Practice Guidelines: Pancreatic Adenocarcinoma, Version 1.2017

Guidelines for Patients

<https://www.nccn.org/patients/guidelines/pancreatic/>

## Engagement

Health literacy

Language

Culture

Values

Barriers

Blumenthal-Barby, J.S. (2017). 'That's the doctor's job': Overcoming patient reluctance to be involved in medical decision making  
Patient Education and Counseling , Volume 100 , Issue 1 , 14 - 17

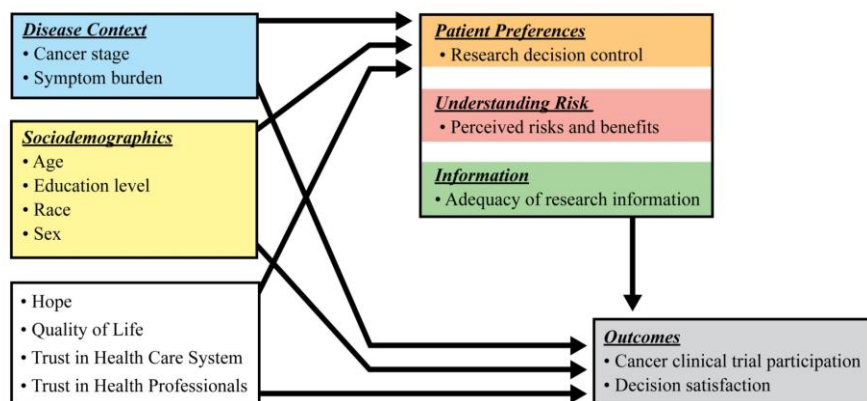
## Patient-Centered Health Care

"...respectful of and responsive to individual preferences, needs, and values, and ensuring that patient values guide all clinical decisions."

Institute of Medicine: Crossing the Quality Chasm (2001).



## Research Decision Making Model



Biedrzycki, B. A. (2011) Oncology Nursing Forum, 38(5):542-52.



JOHNS HOPKINS  
MEDICINE

THE SIDNEY KIMMEL  
COMPREHENSIVE CANCER CENTER

# Decision Making

Dependent

Passive

Shared

Interactive

Independent

Active

## Decision Making Preferences

**Reliant (Passive)**  
n (%)

**Shared (Collaborative)**  
n (%)

**Independent (Active)**  
n (%)

Accept	Decline	Accept	Decline	Accept	Decline
0	0	106 (65)	57 (35)	25 (73.5)	9 (26.5)

Research participation decision preference & participation:  
 $\chi^2 = .349$ ,  $p < .349$

Research participation decision preference & satisfaction:  
 $t\text{-test} = -.347$ ,  $p = .731$

Biedrzycki, B. A. (2011) Oncology Nursing Forum, 38(5):542-52.



JOHNS HOPKINS  
MEDICINE

THE SIDNEY KIMMEL  
COMPREHENSIVE CANCER CENTER

## Shared Decision Making

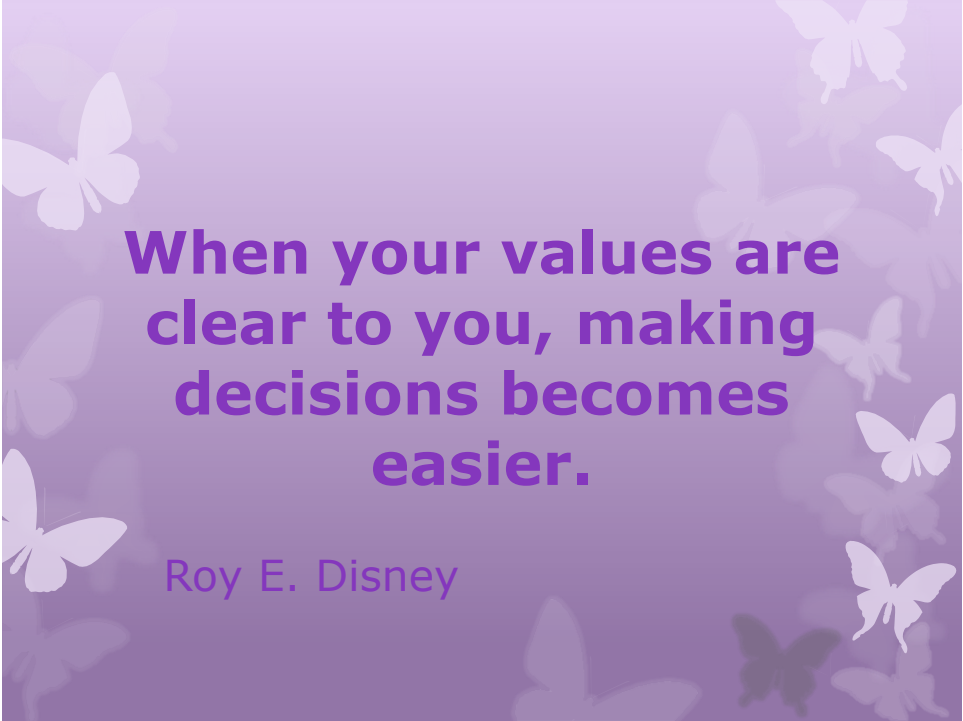
An approach where clinicians and patients share the best available evidence when faced with the task of decision making, and where patients are supported to consider options to achieve informed preferences and responsibilities

(Elwyn et al., 2010)

## Personal Values

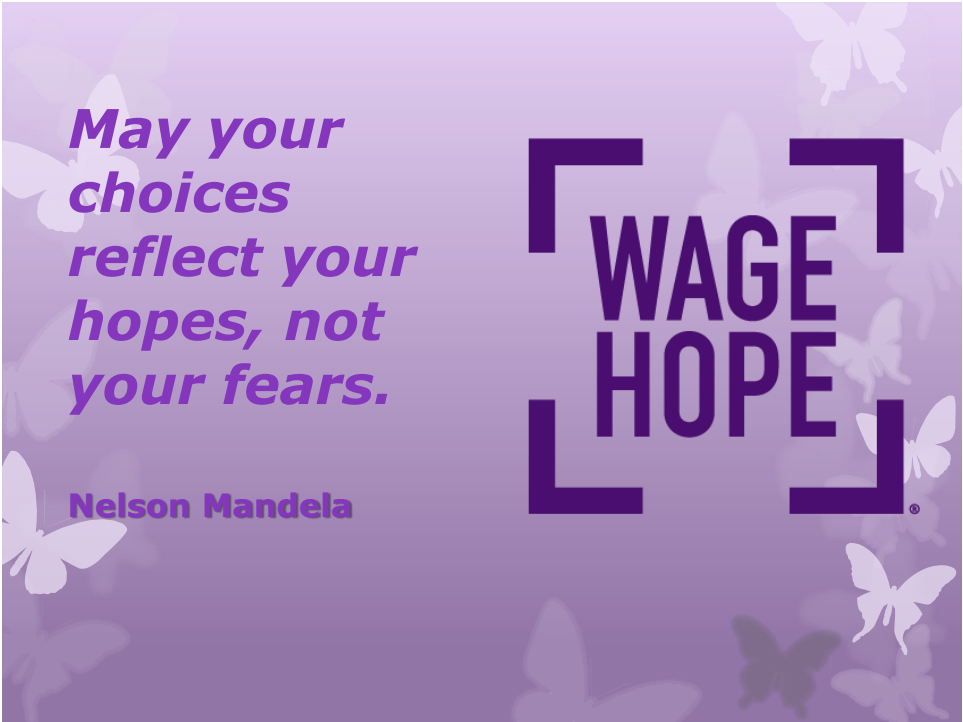


[https://www.google.com/search?q=personal+values+healthcare&biw=1254&bih=744&source=lnms&tbm=isch&sa=X&ved=0ahUK EwiHnO6q\\_rXSAhVEbiYKHQaSD1oQ](https://www.google.com/search?q=personal+values+healthcare&biw=1254&bih=744&source=lnms&tbm=isch&sa=X&ved=0ahUK EwiHnO6q_rXSAhVEbiYKHQaSD1oQ)



**When your values are  
clear to you, making  
decisions becomes  
easier.**

Roy E. Disney



***May your  
choices  
reflect your  
hopes, not  
your fears.***

**Nelson Mandela**

**WAGE  
HOPE**



**Thank you for your participation.**

If you have questions, please contact Patient Central at  
877-2-PANCAN or e-mail [patientcentral@pancan.org](mailto:patientcentral@pancan.org).

[www.pancan.org](http://www.pancan.org)

