

Komunikasi dengan sejawat dalam kasus kegawatan

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In an emergency situation, health care manager, population, and media, are all requested to respond rapidly and effectively to maintain or restore normal condition, allowing health care for affected population

This is possible only if extensive preparedness planning programmes are in place and if communication tools and guidelines are available in advance for the all actors

When health care professionals are not communicating effectively, patient safety is at risk for several reasons: lack of critical information, misinterpretation of information, unclear orders over the telephone, and overlooked changes in status

Component of successful teamwork

Open communication

Nonpunitive environment

Clear direction

Clear and known roles and tasks for team members

Respectful atmosphere

Shared responsibility for team success

Appropriate balance of member participation for the task at hand

Acknowledgment and processing of conflict

Clear specifications regarding authority and accountability

Clear and known decision making procedures

Regular and routine communication and information sharing

Enabling environment, including access to needed resources

Mechanism to evaluate outcomes and adjust accordingly

Crisis and emergency risk communication

Pre crisis

Be prepared

Foster alliance

Develop consensus recommendation

Test messages

Initial

Acknowledge the event with empathy

Explain and inform the public in simplest form about the risk

Establish agency and spokesperson credibility

Provide emergency courses of action, including how and where to get more information

Commit to stakeholders and the public to continue communication

Maintenance

Help the public more accurately understand its own risks

Provide background encompassing information to those who need it

Gain understanding and support for response and recovery plan

Listen to stakeholder and audience feedback and, correct misinformation

Explain emergency recommendation

Empower risk/benefit decision-making

Resolution

Improve appropriate public response in future similar emergencies through education

Honestly examine problems and mishaps, and then reinforce what worked in the recovery and response efforts

Persuade the public to support public policy and resource allocation to the problem

Promote the activities and capabilities of the agency, including reinforcing its corporate identity, both internally and externally

Evaluation

Evaluate communication plan performance

Document lessons learned

Determine specific actions to improve crisis systems or crisis plan

Communication between health professionals

Negative thing

- One of the commonest causes of stress within multidisciplinary teamwork is a perceived lack of communication, most evident when the team is caring for an individual during the end stages of life

Should do

- Ensuring good communication between places of care is important in continuity of care

Suggest

- It is healthy and good clinical governance for the team to allow time, following any difficult situation, for some structured reflection and an opportunity to discuss possible ways of handling the situation in the future

Breaking bad news

Background

What is bad news?

Whose information is it?

What are the skills required?

What do patients want?

What is the impact on you as a health care professional?

Background



No one likes breaking bad news



Although doctors and other professionals have always broken bad news.

What is bad news?

Bad news can mean different things to different people

- "any information, which adversely and seriously affects an individual's view of his or her future"
- or, in situations where there is either a feeling of no hope, a threat to a person's mental or physical well-being, risk of upsetting an established lifestyle, or where a message is given which conveys to an individual fewer choices in his or her life'

Examples include

- A patient who is told they are HIV positive.
- The man who is told his partner has Alzheimer's disease.
- The patient who is told the lump has been diagnosed as cancer.
- The couple who are told they cannot have children.

Bad news situations can include

- disease recurrence
- spread of disease
- failure of treatment to affect disease progression, the presence of irreversible side effects
- results of genetic tests
- raising the issue of palliative care
- resuscitation

Whose information is it?

The issue of who to tell bad news to has been debated for many years

There is some evidence that doctors are failing to inform patients when they diagnose cancer, particularly in older patients

At the same time it has been common practice in some areas to give relatives large amounts of confidential information without the expressed permission of the patient, and often before the patient themselves are aware of their condition

What are the skills required?

Breaking bad news is a complex communication task that requires expert verbal and non-verbal skills

This complexity can create serious miscommunications, such as the patient misunderstanding the prognosis of the illness or purpose of care

When bad news is delivered poorly the experience may stay in a patient's or family's mind long after the initial shock of the news has been dealt with

When patients have other special needs such as sensory impairment, learning or physical disabilities staff should ensure that the appropriate support mechanisms are available

Ten Step for Breaking Bad News

preparation

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graph TD; A[preparation] --> B[What does the patient know?]; B --> C[Is more information wanted?]; C --> D[Give a warning]; D --> E[Allow denial];
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What does the patient know?

Is more information wanted?

Give a warning

Allow denial

Explain



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graph TD; A[Explain] --> B[Listen to concerns]; B --> C[Encourage feelings]; C --> D[Summary and plan]; D --> E[Offer continual support and availability];
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Listen to concerns

Encourage feelings

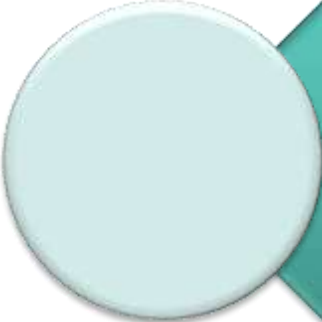
Summary and plan

Offer continual support and availability

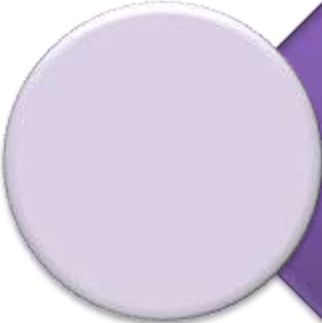
What do patients want?



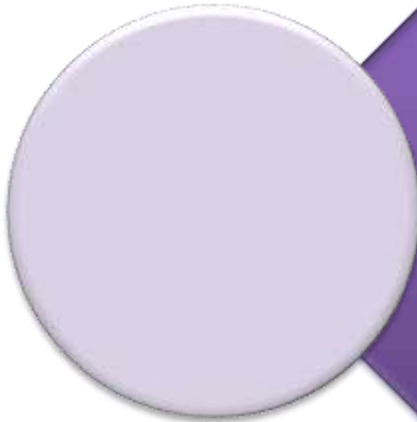
The debate about the levels of truth given to patients about their diagnosis has developed significantly over the last few years



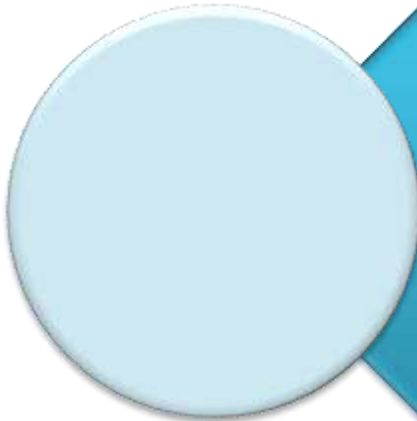
While doctors and professionals now increasingly share information it has been the practice to withhold information because it was believed to be in the best interests of the patient



patients increasingly want additional information regarding their diagnosis, their chances of cure, the side effects of therapy and a realistic estimate of how long they have to live



Patients want their doctor to be honest, compassionate, caring, hopeful and informative



They want to be told in person, in a private setting, at their pace, with time for discussion and if they wish, with a supportive person present

What is the impact on you as a health care professional?

Breaking bad news can be extremely stressful for the doctor or professional involved

The process of breaking bad news can also have an adverse effect on those delivering the news

Clinicians are often uncomfortable discussing prognosis and possible treatment options if the information is unfavourable

Its due to

Uncertainty about the patient's expectations

Fear of destroying the patient's hope.

Fear of their own inadequacy in the face of uncontrollable disease.

Not feeling prepared to manage the patients anticipated emotional reactions.

Embarrassment at having previously painted too optimistic a picture for the patient