SELENI

Complex Conversations in Healthcare: Communicating Effectively with Patients and Families

LEARNING OBJECTIVES

1. Describe three interventions recommended for effective communication of complicated news.
2. Describe three examples of what went wrong and what went right in communicating complicated news from case descriptions provided.
3. Describe two challenges and two benefits that the Medical Portal has in providing complicated news.
4. Define moral injury.
5. Define disenfranchised grief.
6. Describe a primary distinction between grief and depression
7. Describe two differences between normative grief and trauma.
8. Identify two ways that disrupted expectations in receiving bad news may contribute to grief and trauma.
9. Describe three attachment styles.
10. Define three ways that neurobiological underpinnings shape the experience of loss of safety.
11. Identify ways attachment styles can positively and negatively influence how patients experience changed expectations.
12. Describe and utilize awareness of your own autonomic state as self-care as well as potentially enhancing your clinical effectiveness.
13. Describe three unique aspects of perinatal grief.
14. Explain two basic responses in acute perinatal grief and trauma.
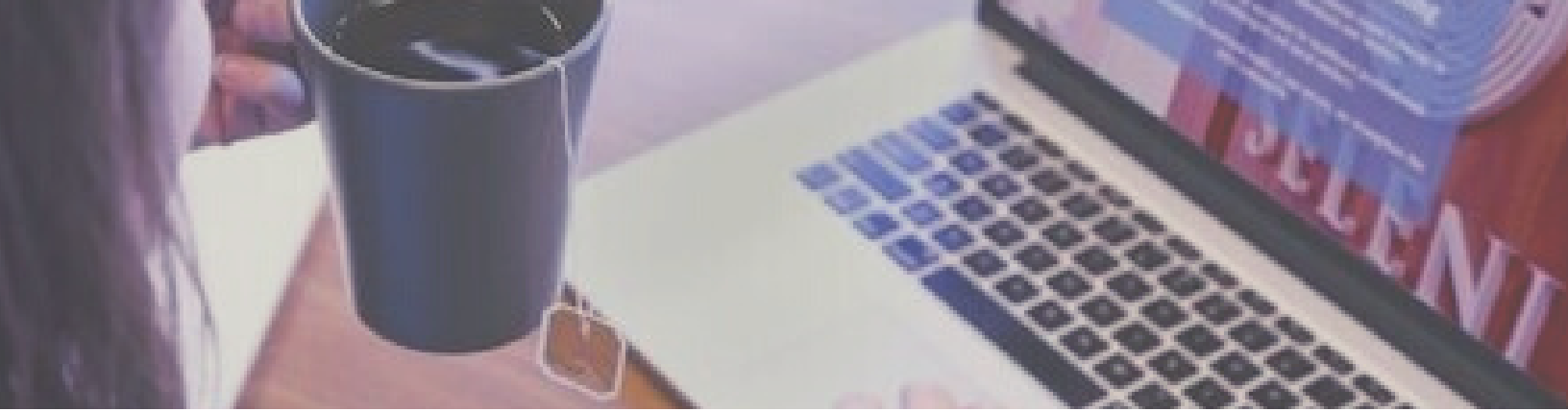
15. Describe two ways that the sense of failure and loss of expectations in identity impacts patients and the healthcare professional.

16. Identify three critical issues for patients experiencing perinatal loss who are in the acute phase of grief and trauma.

17. Describe three ways of communicating complicated news to those experiencing perinatal loss.

18. Define three unique characteristics of the ways reproductive loss influences communicating complicated news.

19. Utilize three ways to communicate with perinatal patients experiencing loss to allow, facilitate, and manage emotional shock while providing effective communication of complicated news.

20. Explain how skillful and compassion based tools can be used for managing healthcare professionals' distress.

21. Describe three recommendations for communicating complicated news.

22. Define two ways to potentially facilitate more effective patient use of the Medical Portal.

23. Describe two challenges healthcare providers face when sharing complex and unexpected medical news.

24. Utilize three principles of clear communication in preparing for communicating complicated news.

25. Describe three recommendations to maximize empathic and skillful communication of complicated news.

26. Utilize approaches to communicating complex news that can prevent moral injury.

27. Explain how to handle uncertainty and loss of expectations in communicating complicated news.

28. Identify the importance of providing support that includes "self-care" measures for healthcare professionals sharing complicated news.