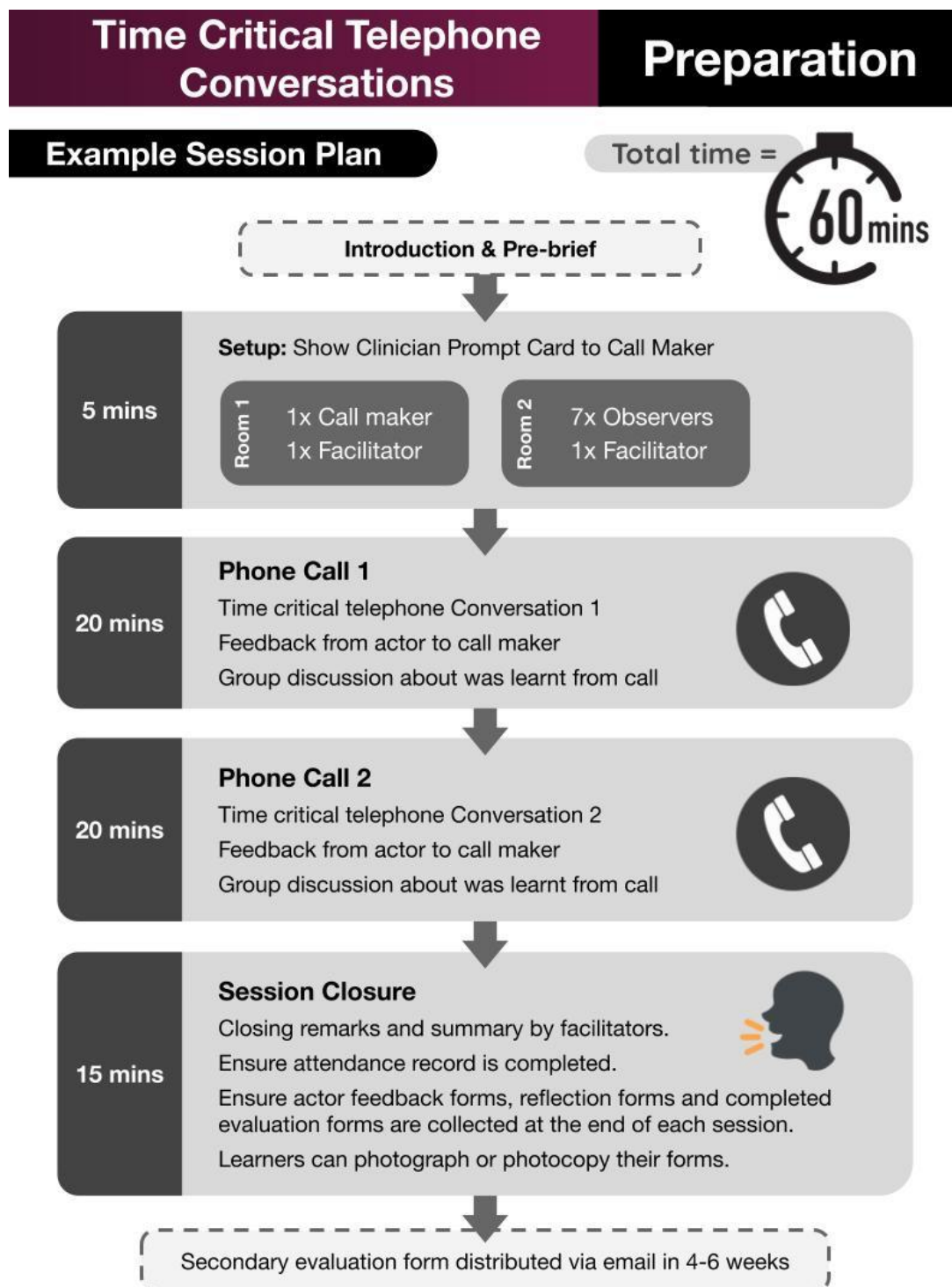


## Example of Session Plan for a Time Critical Telephone Conversations session



The scenario used in a Time Critical Telephone Conversations session

## Time Critical Telephone Conversations

## Scenario

### Part 1

*“You are the Emergency Department clinician working in Emergency Room. Within 5 minutes of arrival it is clear that the patient is critically ill, hypoxic, and Non-Invasive Ventilation (CPAP) is being started. It is suspected he has COVID-19”*

**Phone call 1:** You are tasked with calling the next of kin (sibling). You need to rapidly obtain their medical history and explain that the are critically unwell.

**Phone call #1** (5 minutes after arrival)

**You need to:**

1. Establish Jamie’s recent symptoms and medical baseline.
2. Convey how critical the situation is.

### Part 2

*“After an hour, there is no improvement. Jamie goes into cardiac arrest. Despite full advanced life support he dies.”*

**Phone call 2:** You are tasked with updating Jamie’s sibling, who you’ve already spoken to. You need to inform them he has died. You can assume you are the same clinician as earlier.

**Phone call #2** (60 minutes later)

**You need to:**

1. Inform his brother/sister that he has died.
2. Communicate as if you are the same person as in **phone call #1**.

## An Actor Feedback Form

**Conversations in the ED****Actor Feedback****Date:****Session Time:****Call 1 / 2** *(please circle)***Using the feedback from the actor. Facilitator to fill this in.****Examples of good practice:****Ideas for improvement:****Any other comments:****Use your phone take a photo  
for use in your appraisal!**

## An Observer Reflection form

**Conversations in the ED** **Observer Reflection****Date:** **Session Time:** **Call 1 / 2** (please circle)

Here are some helpful areas to consider reflecting on...

Introduction and setting the scene	Tone
Empathy	Fact finding - Questions asked?
Effective communication of information	Pace

Phrases I might use in my clinical practice:

Other ideas for my clinical area:

Other reflections:

Use your phone take a photo  
for use in your appraisal!

## The Evaluation for used

## Conversations in the ED

## Evaluation

Date:

Session Time:

Call 1 / 2 (please circle)

Please circle your answers

FY1	FY2	C1-CT3	ST4/ST4+	What Speciality?
Trust Grade SHO	Trust Grade Registrar	Consultant	Nurse (Band 5)	
Nurse (Band 6)	Nurse (Band 7)	Nurse (Band 8/+)	Advanced Nurse Practitioner	Other:
Advanced Clinical Practitioner	Physician Associate	Nursing Student	Medical Student	

Where did you undertake your primary health care degree?

UK	European Union	Non European Union
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Were you the observer or the telephone call maker?

Call maker	Observer
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With regards to today's topic on **Time Critical Telephone Conversations**:

Prior to this course, have you had any <i>FORMAL</i> training (e.g. organised teaching, simulation training, or courses) in this?	Yes	No
Have you had previous clinical experience of this?	Yes	No
If you've had previous experience what was it?		

Before completing today's topic on **Time Critical Telephone Conversations** how **confident** did you feel about this?

Not at all confident 1	Lacking Confidence 2	Neutral 3	Fairly Confident 4	Confident 5
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After completing today's topic on **Time Critical Telephone Conversations** how **confident** did you feel about this?

Not at all confident 1	Lacking Confidence 2	Neutral 3	Fairly Confident 4	Confident 5
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Page 1 of 2

**Conversations in the ED****Evaluation**

To what extent do you agree or disagree that your **knowledge has increased**?

Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
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How useful have you found this teaching to meet your training needs?

Not at all useful 1	Not useful 2	Neutral 3	Useful 4	Very Useful 5
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Before you came today what were you expecting to learn?

What were your main learning points?

What did you find the most useful?

Any areas for improvement?

Any other comments?

What is your overall rating of the session?

Very Poor 1	Poor 2	Neutral 3	Good 4	Excellent 5
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A flashcard summarising the aide-memoir

Planning Tool and Useful Phrases for Time Critical Conversations in the Emergency Department		Space and Silence	Helpful Phrases
<p>Conversations when a person is critically unwell in the Emergency Department can sometimes be daunting. Use this guide (along with senior support) to help you to make the best of a telephone conversation, deliver unwelcome news, or find the words to explain some medical terminology.</p>		<ul style="list-style-type: none"> <li>Allow some silence, with time and space for questions and emotions</li> <li>Remember it's much more difficult to take in information over the telephone, and you only have your voice and words to get your message across so <b>TAKE YOUR TIME!</b></li> <li>Consider offering a call back if the person is unable to take things in</li> </ul>	<ul style="list-style-type: none"> <li>"I'll give you some time to take this all in, I'll be right here on the end of the phone with you"</li> <li>"Do you have anyone you can call to support you?"</li> <li>"I'm sorry we had to do this over the telephone"</li> </ul>
Setup	Helpful Phrases	Suggest	Helpful Phrases
<ul style="list-style-type: none"> <li>Gather notes, review previous conversations</li> <li>Rehearse explanations and language</li> <li>For telephone conversations you can keep notes in front of you</li> <li>Your language and tone are all that is available on the telephone - plan ahead to get them right</li> <li>Tell the team what you are doing</li> <li>Consider taking someone with you</li> </ul>	<ul style="list-style-type: none"> <li>Doctor/Nurse <b>NOT</b> FY2 or Band 6</li> <li><b>Resus/ER:</b> "The area of the department where we look after our most unwell patients"</li> <li><b>CPR:</b> "When the heart stops, we sometime press on the chest and use electricity to try to restart it"</li> <li><b>Ventilation:</b> "Sedative medication and a machine that breathes for them"</li> <li><b>NIV:</b> "A tight fitting mask that supports the breathing"</li> </ul>	<ul style="list-style-type: none"> <li>Explain what will happen next.</li> <li>Avoid too much detail if you've passed on news of death or other unwelcome news - no one is able to take in lots of information when they have received bad news</li> <li>Provide important numbers/information</li> <li>Plan a second conversation (potentially with a different person) if required.</li> </ul>	<ul style="list-style-type: none"> <li>"You don't need to do anything right away"</li> <li>"We'll take you through what happens next"</li> <li>"Is there anyone else you'd like me to call?"</li> </ul>
Safety	Helpful Phrases	Sum Up	Helpful Phrases
<ul style="list-style-type: none"> <li>Are you in a quiet place where there is minimal chance of being disturbed?</li> <li>Is the person on the end of the phone safe to talk? (not driving, at the gym etc)</li> <li>Are you speaking to the person you think you are, and is that the right person to talk to about this patient?</li> <li>Are you the right person to have this conversation?</li> </ul>	<ul style="list-style-type: none"> <li>"Hello, my name is _____. I'm a doctor/nurse from Leicester Royal Infirmary Emergency Department. I need to speak about _____. Would you be the best person?"</li> <li>"Are you safe to talk or would you like me to call back in a few minutes"</li> <li>"I need to give you some difficult news, would you like to call someone to be with you?"</li> </ul>	<ul style="list-style-type: none"> <li>Reiterate important information and the plan</li> <li>Provide contact details for further discussions</li> </ul>	<ul style="list-style-type: none"> <li>"I'll call again in 30 minutes to give you a bit of time to let all this sink in"</li> <li>"Our direct number is ____"</li> <li>"If you call the bereavement team in the morning then they'll take you through what happens from here"</li> </ul>
Situation	Helpful Phrases	<b>STOP!</b>	
<ul style="list-style-type: none"> <li>Check knowledge of events</li> <li>Try not to draw out delivery of unwelcome news.</li> <li>Use unambiguous language that is less likely to be misinterpreted</li> </ul>	<ul style="list-style-type: none"> <li>"He is extremely unwell, I'm worried that this could be life-threatening"</li> <li>"He is unwell enough that he could die"</li> <li>"I'm so sorry but unfortunately _____ died a few minutes ago"</li> </ul>	<p>These conversations can sometimes be stressful and emotional for you and the other person. Don't be afraid to ask for a few moments to find the right words or even to arrange for someone else to call back if it isn't proceeding as you planned.</p> <p style="text-align: center;">Are <b>YOU</b> okay?</p> <p style="text-align: center;">Do <b>YOU</b> need some time out or an opportunity to debrief?</p>	