

*Make Quality  
Improvement a  
continual Priority once  
again*

Quality Communication in  
difficult situations

## *A Movement: A Philosophy of Care*

**Create health care systems that ensure every older adult receives the best evidence-based care possible, without harm, ultimately satisfied with the care received.**

# Quality in Communication

## Speaking with angry or disruptive residents or family members

- Realize that this is not the time to argue or “be right”
- It is time to just listen, remain quiet and acknowledge what is being communicated
- Pay attention to body language and tone
- Take a Deep Breath before beginning the conversation
- Take the approach of ‘I am just going to try and get through this, let them say what they need to say
- Approach it as “I am not going to argue with them or get defensive”

## Effects

- They feel heard
- They feel more in control of the quality of care they (their loved one) is receiving
- They feel validated
- They feel acknowledged of being heard
- They feel you are invested in the situation and resolution
- They feel worthy, loved, and with purpose

# Listening Phrases



- I understand
- I am 'hear' to listen
- Please continue
- Tell me more
- I would like to understand more about what happened and how you feel
- I would really like to hear your thoughts
- Tell me why this is important to you and your \_\_\_\_\_
- Is there anything else you would like me to know?
- This is what I have heard you say
- What I am hearing is
- I truly appreciate you sharing this with me
- I can see how much this has upset you and your \_\_\_\_\_
- I can never know exactly what this was like, but I can see how much it has affected you and your \_\_\_\_\_
- This is a difficult situation
- That is upsetting to hear
- I am very sorry your upset by what has happened
- I am very sorry that this has been your experience
- I am sorry you're going through this

Active listening can involve 12 different skills, including:



## De-escalating

- Be Compassionate
- Be Empathetic
- Try to understand situation from their perspective
- Monitor your physical and emotional reactions
- Be aware of your body language and facial expressions which can betray your feelings
  - Recognize any potentially negative physical signs such as grimacing, crossing arms or look of disgust
- Keep in mind some may be more attuned to how a conversation feels verses what is actually said
- Make & Maintain eye contact
- Speak clearly and firmly with conviction
- Respect Personal Space and set boundaries
- Prioritize immediate concerns and determine expectations
- Stay as calm as possible
- **Make every effort to address all questions and concerns before concluding a discussion**

## Transitional Language to move to the conclusion of the conversation

- I hear you saying
- I want to make sure I understand
- I feel like we have talked this out as much as it is productive to do so right now.
- This may not be resolved today, however, let me think about this more and get back to you
- You have given me a lot to think about. I would like to take some time to really think through and digest it all
- I am so grateful for your feedback
- It may take some time to resolve your situation, can I get back with you?
- You have mentioned some good points, I have never thought about it that way.
- I may not be the best person to address your concerns, however I will talk  
With my staff/colleagues/medical director/other and get back with you.

### Core values at the center

- Choice
- Dignity
- Respect
- Compassion
- Self Determination



## Performance Improvement Project



The DAWN approach to  
Person-Centered Care Communication:

Discovery of Attitudes, Wishes and Needs (DAWN)

### Examples of Language that functions as a principal carrier of meaning

- Express feelings
- Draws out emotions or feelings both positive and negative.
- Empower
- Treating Elders with respect, they own the wisdom and knowledge of a lifetime of lived experience.



# NATURE OF COMMUNICATION

Effective communication is essential for building relationships, resolving conflicts, and achieving successful outcomes in various personal, social, and professional settings.

## ELEMENTS OF COMMUNICATION



### Sender

The sender is the individual who initiates the communication process by formulating and transmitting a message. The sender's intention is to convey information, ideas, or emotions to the receiver.



### Message

The message is the core content of the communication, consisting of the information, ideas, or emotions that the sender intends to share with the receiver.



### Receiver

The receiver is the individual who receives and interprets the message. The effectiveness of communication relies heavily on the receiver's ability to comprehend and interpret the message accurately.



### Channel

The term channel refers to the means by which the message is conveyed from the sender to the receiver. An example of a channel includes face-to-face interactions.



### Feedback

Feedback is an essential component of the communication process, as it enables the sender to gauge the receiver's understanding and response to the message.



### Noise

Noise refers to any interference, disruption, or barrier that hinders the smooth transmission and reception of a message between the sender and receiver.

## FACTORS AFFECTING COMMUNICATION

### Context

The context refers to the specific circumstances surrounding the communication process. It includes the physical setting, the relationship between the sender and receiver, and any factors that may influence the communication.

### Culture & Language

Cultural and linguistic differences can significantly influence how messages are perceived and understood. Different cultures may have unique communication norms, gestures, or customs that affect the interpretation of messages.

*How to Implement  
and Act On*

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Trainings on Communication

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Training on De-escalation Techniques

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Role Playing

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Addressing individual Resident Conflicts

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Note Cards on Communication language

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Story Board on Communication

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Retention of Reliable Staff

# Conscious Communication Choices



I observe

- I give feedback
- I am aware

I notice

- Body language
- Feelings

I listen

- I give validation
- I respond

# *A Case to Consider- Moments of Momentum*

- Mrs. B was going into a male resident room and found in his bed. The family was angry at this behavior as their father had just passed away.
- What quality communication techniques would you suggest using?
  - Resident and Family Engagement Discussions
  - Re-Direct or move resident to another neighborhood/community
  - Discussion about Intimacy, consent, cognitive capacity.
  - Unmet needs of social interaction
  - Loneliness
  - Companionship

# References

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