
Reframing: We're in a Different Place

Overview

The patient needs your help to process very difficult information prior to making decisions together about what to do next. A framework for communication will step you through a way to approach the conversation with care.

Objectives

- Articulate clearly that the situation has changed
- Recognize and respond to expressions of emotion before moving the conversation forward

Prepare

- Prepare an introduction: a personal story or anecdote to illustrate your experience with having to reframe status with a patient.
- Alternatively, Ask for show of hands: did anyone try the techniques learned in the last session? Ask one of two to briefly describe their experience.
- Check all audio/visual functionality beforehand to assure smooth delivery.
- Rehearse timing: allocate time to each section. Have a clock visible during the session to track time.
- Prepare questions to reinforce the learning concepts and encourage sharing of ideas. Note the placement of questions in your run through.
- Set goals for effective facilitation for yourself. Identify the skills you want to incorporate into your delivery. Ask a colleague to watch for your techniques and get feedback afterwards.
- Plan to record a segment for upload into Smarter Cookie.
- Allow time for reflection/discussion of the actions each participant will take as a result of their learning experience.

Evaluation

At the close of each session, self-critique your delivery. Did you accomplish your goals of effective facilitation that you identified beforehand?

Review participant evaluations and identify areas that you will address in future sessions.

Materials

- PC prepared with slides & videos
- White board or flip chart & markers
- Drill cards

Notes

