

# 2023 Forum on Aging in Rural Oregon

## TalkOregon: Empowering Clinicians to Excellence in Compassionate Communication

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Thank you to our partners:



# TalkOregon

Empowering Clinicians to Excellence  
in Compassionate Communication

Forum on Aging in Rural Oregon

May 17<sup>th</sup>, 2023



POWERED BY  
**VITAL**talk

- Name and pronouns
- Role
- One word describing how you feel today

1

Appreciate how a person-centered framework for goals of care conversations can improve quality and efficiency

2

Recognize the importance of sharing clear medical information to aid in patient understanding

3

Feel prepared to recognize and respond to patient emotion

# Talking about **serious illness** can be **scary** and **confusing**.



**The majority of patients want to have a serious illness conversation, no matter what diagnosis**

**The majority of patients also want their clinicians to be completely honest with them about prognosis**



When approached skillfully with attention to individual **goals & values** patients tend to:



**Receive care that aligns with values**



**Trust their clinician**



**Report a better quality of life**

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# Serious Illness Conversations can feel similarly **daunting** for *clinicians* too.



Most say they **should have these conversations** regularly...

**...few report doing so**

# When empowered with skills to attend to individual **goals & values** clinicians tend to:



**Start the conversation earlier**



**Experience less burnout**



**Feel more satisfied with their work**

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# Luckily, communication is a **skill**:

## And when treated like any other procedure...

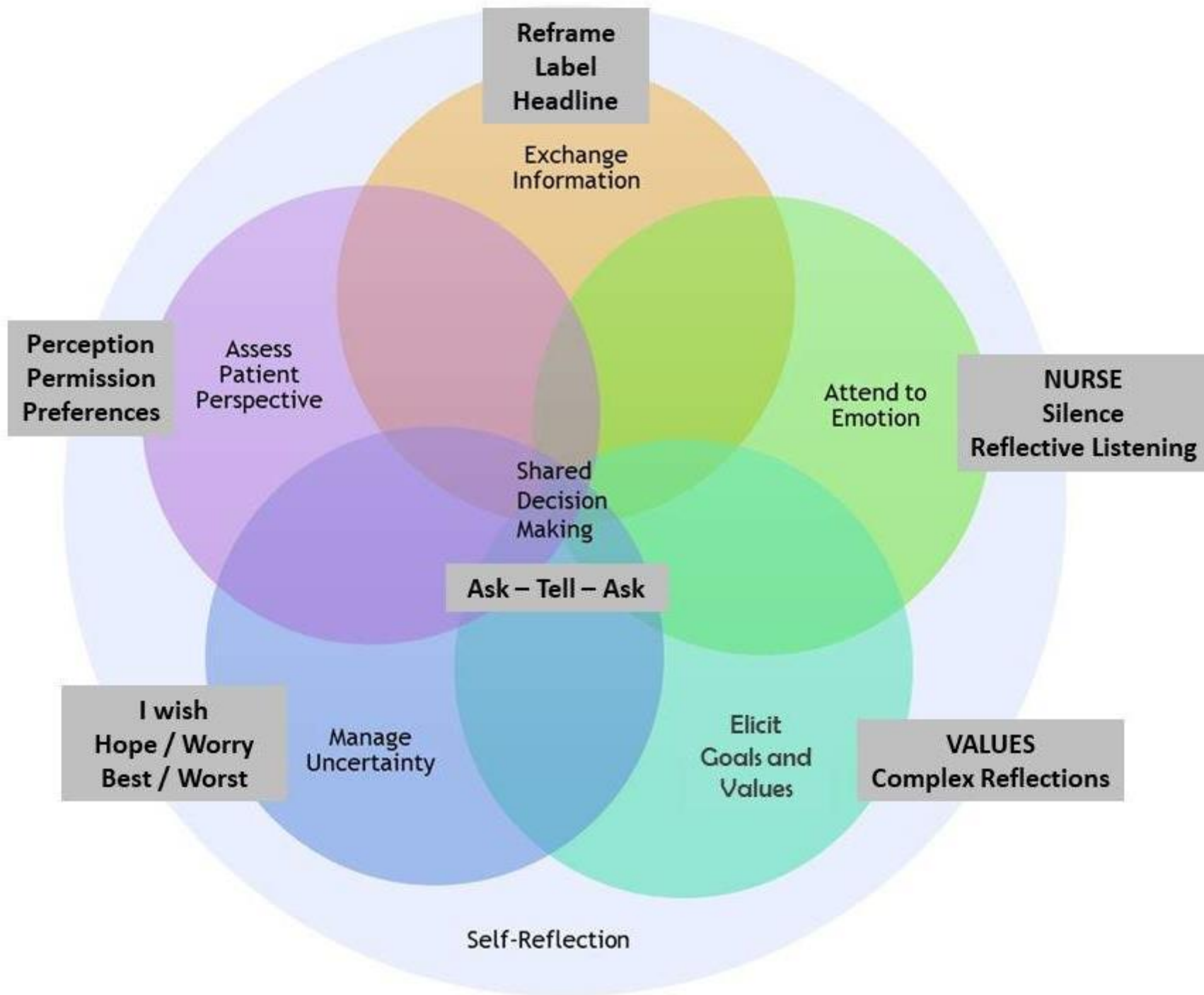


Communication skills are **teachable**  
and clinicians **can get better**.

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The core components of effective  
**Serious Illness Communication** includes:

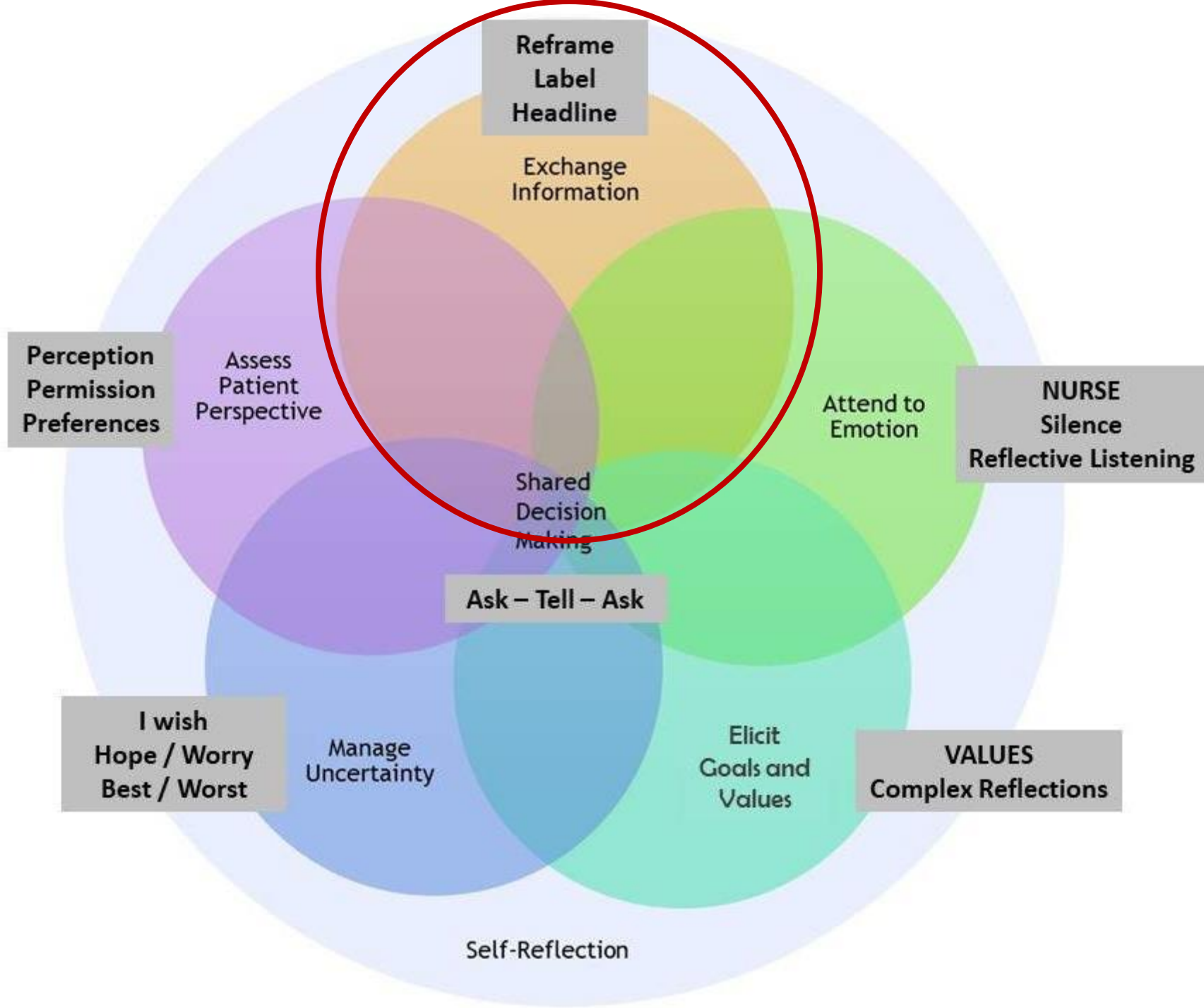
- **Assessing Patient Perspective**
- **Sharing Information Clearly**
- **Attending to Emotion**
- **Eliciting Goals and Values**
- **Managing Uncertainty**



# O V E R V I E W



When serious news is shared clearly, patients will become **emotional.**



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# Headline Drill

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# Headlines

What happened      What it means

**Fact + Meaning**

✓ Short (2 sentences)    ✓ Simple language

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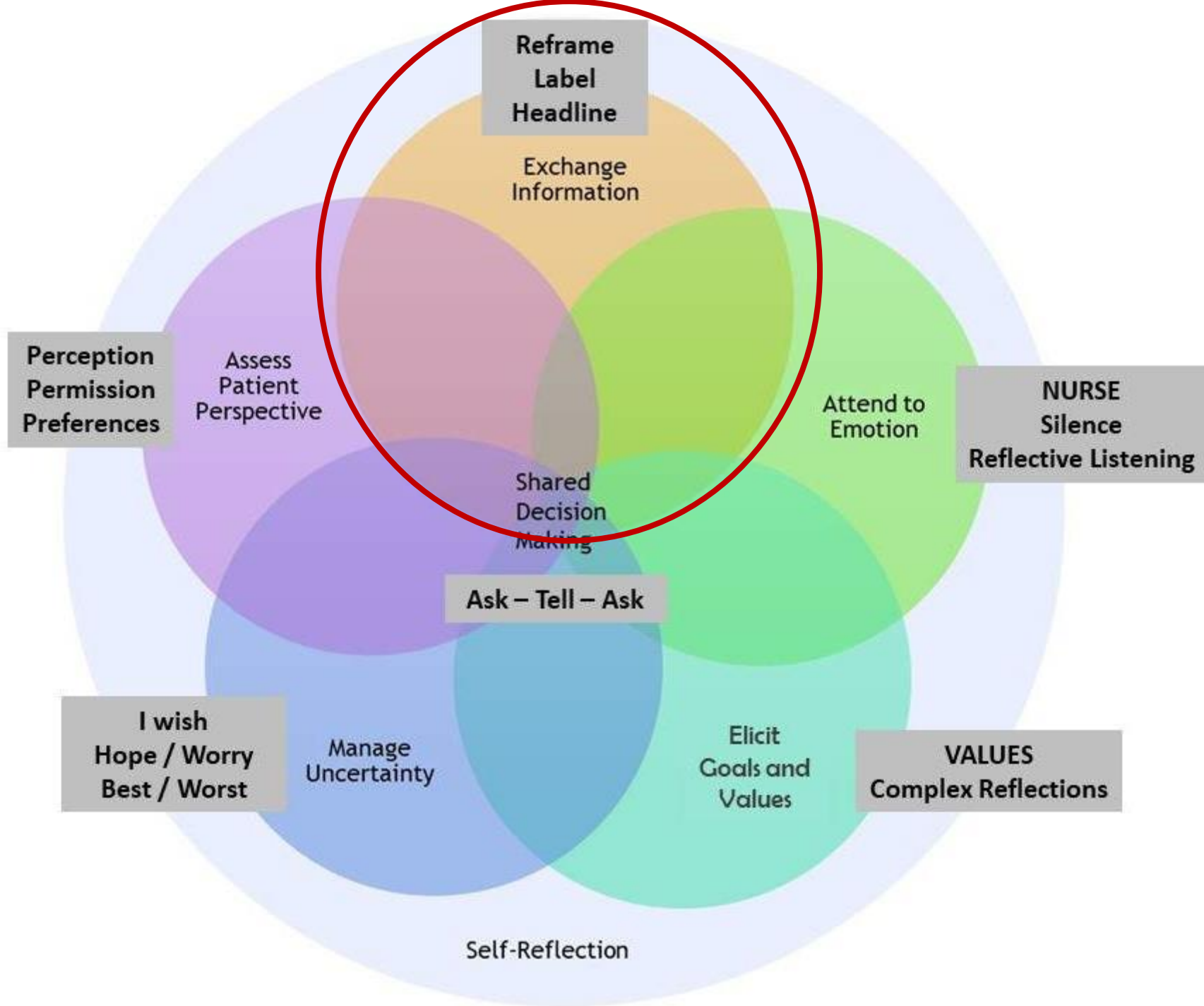
## Case 1

49-year old with metastatic colon cancer on third line treatment, ECOG 2. Staging CT scan shows progression in liver and lungs. 4th line treatment is available but has numerous side effects.

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## Case 2

50-year-old woman has a stroke and cannot move her right side. She is otherwise stable, no other organ failure. Deliver a headline to her son.



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# Headlines

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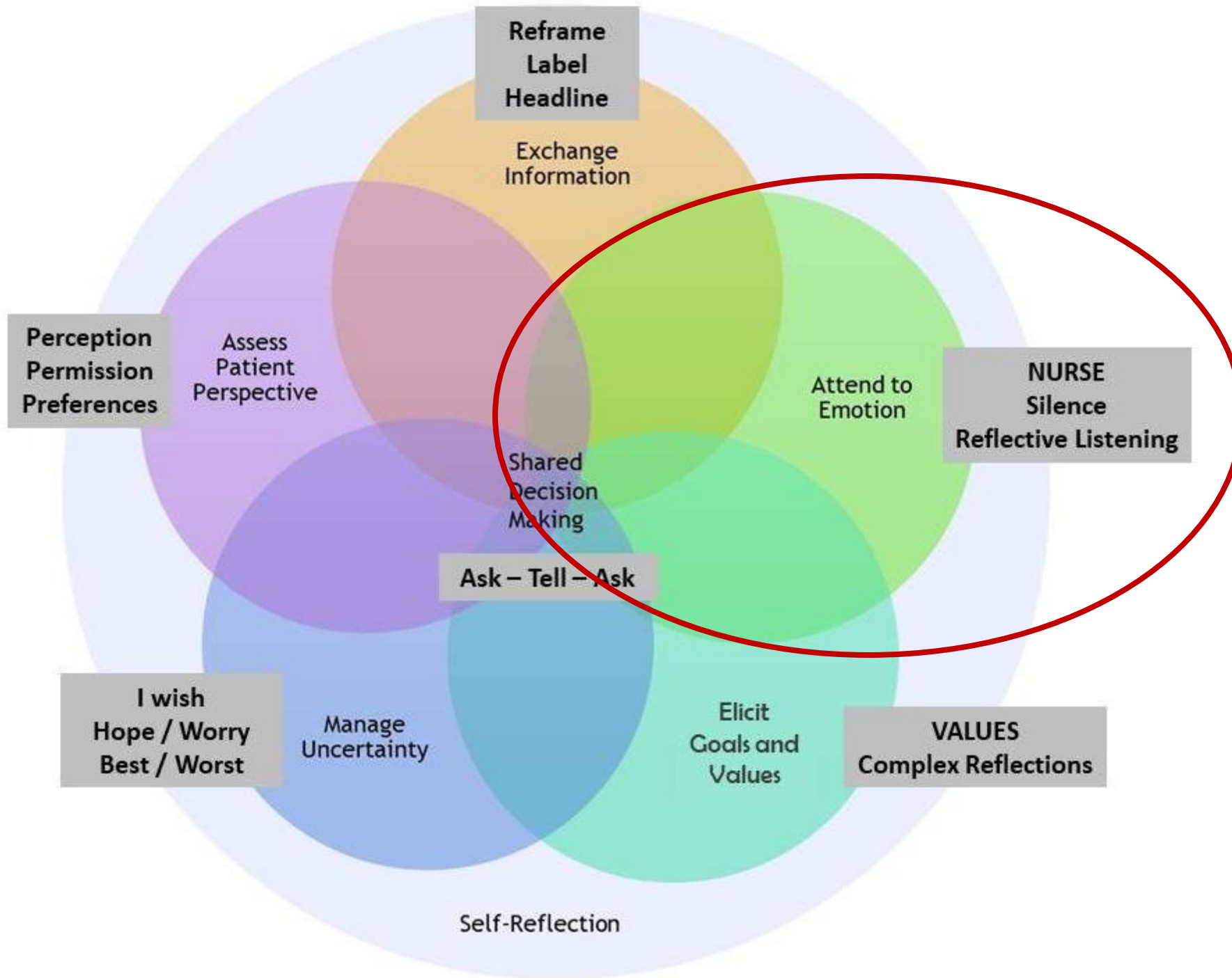
## Case 1

49-year old with metastatic colon cancer on third line treatment, ECOG 2. Staging CT scan shows progression in liver and lungs. 4th line treatment is available but has numerous side effects.

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## Case 2

50-year-old woman has a stroke and cannot move her right side. She is otherwise stable, no other organ failure. Deliver a headline to her son.



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# EMOTION

Emotion happens faster than rational thinking.

It's involuntary & unstoppable.

It means they heard the serious news.

Empathy creates a holding space.

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# NURSE

For responding to emotion:

1. **NAME** the emotion.
2. **UNDERSTAND** show you see it.
3. **RESPECT** praise the intention.
4. **SUPPORT** offer to be with them.
5. **EXPLORE** listen to the story.

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# NURSE

For responding to emotion:

1. NAME
2. UNDERSTAND
3. RESPECT
4. SUPPORT
5. EXPLORE

“This must be ...?”

“I can’t imagine how...”

“I admire your strength in...”

“We will be here with you to...”

“Tell me more...”

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# I WISH...

For aligning around challenging situations:

1. I wish...

“I wish I different news”

Share an emotional response you might expect someone to say after hearing:

*“Your mom had a large stroke that has damaged her brain. We are worried she will not be able to do some of things she use to do like work or care for herself.”*

Use the NURSE mnemonic or an  
“I wish” statement to respond  
empathically to...

**What surprised you?**

**What are you taking away?**

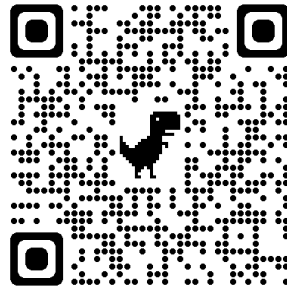
**What are you still thinking about?**

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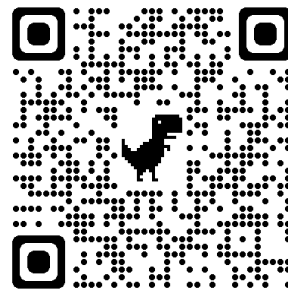
# Ready to learn more?

Join us for a powered by VitalTalk workshop

- Grow skills in navigating serious illness conversations
- Practice via roleplay with actors
- Receive feedback from communication coaches



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## Thank you!



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