



# ADVANCING CANCER CARE TODAY (ACCT) ENHANCING PATIENT CARE THROUGH EFFECTIVE COMMUNICATION

### NOTE TO TEAM FACILITATOR:

The purpose of this guide is to facilitate group discussion and engage your treatment care team in a dialogue regarding patient-centered effective communication. A printable participant guide is also available for the team to follow along while viewing the video. The video presentation should prompt the team to reflect upon their own communication techniques and introduce ideas and practices they may consider.

### POTENTIAL QUESTIONS TO PROMOTE DIALOGUE:

- Q1:** What does patient-centered communication mean to you?
- Q2:** What are the benefits of patient-centered communication?
- Q3:** How do you handle the various types of patient communication styles (eg, the storytellers, the misinterpreters, the silent types)?
- Q4:** Patient-centered communication requires empathy, genuineness, and positive regard for the patient. With so much demand on your time, how do you manage to put such qualities into practice?
- Q5:** What techniques do you utilize with caregivers or family members when addressing communication challenges?
- Q6:** What useful language or techniques do you find most effective in handling difficult discussions?
- Q7:** After viewing the nurse/patient communication video, were you able to identify the core functions of patient-centered communication? Which moments from the conversation resonated with you?
- Q8:** Considering everything we have viewed and discussed, what might you do differently when communicating with your patients?