Staff In-Service

Preparation/Materials Needed

- ☐ Set up training space. Training room can be set up in many different ways. The recommended arrangement is a circle or a U shape so participants can see and interact with one another
- ☐ Computer and large screen projector to play the power point presentation. If unavailable, the slides can be printed and distributed to the group.
- ☐ Blank flip chart for taking group notes. If no flip chart is available, then use 8 ½ x 11 inch paper or a dry-erase board.
- ☐ Sign-up sheet for staff to volunteer to participate

Welcome and Statement of Purpose

Trainer states out loud:

*Welcome to the "**Take 5 to Tune In**" training. The purpose of today's training is to share information about a new project to improve patient/staff communication and patient satisfaction. "Take 5 to Tune In" is based upon a project called "Getting Better" Health Awareness Patient Education Initiative which used talking control support therapy in a dialysis center.*

Let's begin by reviewing the Network Power Point presentation which introduces the project and the concept of talking control.

You can review the presentation or review the printed power point presentation with your team.

Group Discussion

Trainer states out loud:

What are some of your initial thoughts about the project and using talking control with our patients?

What do you think are some of the benefits of doing this in our clinic? (List on flip chart.)

Listen for and post any answers such as: patients will feel more comfortable, feel listened to, sense of community, spending time will improve communication when need to address concerns/education.

Let's review some of the recommended guidelines, let's list some of what you remember from the power point.

Listen for and post any answers such as:

- Patient-led
- Focus on enthusiasm and interest toward the patient
- Lend a sympathetic ear
- Allow patient to share feelings
- Non-judgmental
- Use self-disclosure in moderation
- Use neutral tone, words and body language
- Encourage the patient to talk about history, youth, past events, reminisce
- Encourage to talk about family and friends
- Focus on neutral topics: weather, hobbies, news

What are some of the things that talking control does not do: (List on flip chart.)

Listen for and post any answers such as:

- Set an agenda for the session
- Focus on a key problem to fix
- Apply specific techniques to change behavior
- Re-focus conversation to a specific topic
- Ask for feedback
- Have handouts or written materials
- Give specific suggestions for change or advise
- Explore underlying belief systems
- Assign tasks for the patient or a plan of action

Trainer states out loud:

We are now going to take some time to review professional boundaries. Since this is new and patients could ask personal questions we need to be prepared to respond in a professional manner. We also need to make sure as professionals we don't overstep any boundaries. In the dialysis setting, we see our patients more often than most health care settings so it can become easy for boundaries to blur.

*Read: **Professional boundaries** define the effective and appropriate interaction between professionals and the public they serve. Boundaries exist to protect **both** the professional and the client/patient.*

One way to tell if you are maintaining appropriate boundaries is to stay in the "Zone of Helpfulness". Let's review the Zone of Helpfulness, what are the components that are in "the zone"?
What is included in being "under involved"; what is included in being "over involved"? (List on flip chart.)

Listen for and post any answers such as:

- Zone of Helpfulness: Staff teach patients about:
    - About dialysis
    - How to self-cannulate
    - Machine Set-Up
    - Tips to manage fluids
    - About home options
- Under Involved
    - Ignoring health information the patient provides
    - Keeping information from the patient
- Over Involved
    - Driving the patient to a store
    - Hanging out outside of dialysis
    - Loans or gifts

Trainer states out loud:

During "Take 5" sessions you may feel compelled to share something as a natural part of the conversation, other times you may have to redirect (control the talk) patients away from too personal.

Here are some questions to ask yourself before you "self-disclose":

- Why am I sharing this information with the patient?
- Will it help him/her, or is it more about me?
- Is this information more like something I would share with a friend? Or with an acquaintance?
- Am I having an emotional reaction to the topic? I so, sharing is too personal.

Let's review a possible scenario. Which of the questions are ok to answer and which may be over stepping boundaries?

You are having your "Take 5" session with a patient and they ask you, identifying information about your family. Answer the questions in general terms to your comfort level.

How many kids do you have?	*"I have two kids, how many kids/grandkids do you have?"*
How old are they?	*"I have a toddler and a high schooler… what was it like for you when your kids where little?*
Are they boys/girls?	*"I have a boy... what about you…"*
Where do they go to school?	*"They go to the "school district" or "they go to college in Nebraska."*
What activities do they do?	*"My daughter is doing soccer again… what about your kids did/do they play any sports?"*

The general rule would be if you would feel comfortable sharing this with someone you just met or would consider an acquaintance then you could share it. When in doubt, don't disclose, redirect the patient. With talking control you are "controlling the talk" to refocus the patient on themselves.

If you need to redirect, what neutral topics could you focus on? (List on flip chart.)

Listen for and post any answers such as:

- Hobbies
- General information about their children/grandchildren
- Sports teams
- Weather
- News
- Upcoming holidays

Practice

Trainer states out loud:

One way to alleviate any hesitation about volunteering is to practice and become more comfortable with the process. It's really very simple, as shared in the Power Point presentation, it's similar to an "oral Facebook" or "befriending" within a professional setting. You are "controlling" the talk to drive information sharing from the patient.

I'd like to ask for a volunteer to practice a" Take 5 to Tune In" session with me.

You can choose to use one of the examples from the power point.

"I can't remember to take my pills but it doesn't matter anyway. They do no good."

Replace: "You have to take your pills."

With: "You can't remember things either? Tell me a story about something you forgot recently."

Introduction examples:

"Good Morning, I'm ___________. Give a brief introduction (I have been working in dialysis for…, I have been working here since…). *Today I'll be meeting with you for your "Take 5 to Tune In" time. I'll set the timer for 5 minutes and we can get started. What would you like to talk about today?*

or

*"Good morning, Ms./Mrs./Mr.*_______________.
Today I'll be meeting with you for your "Take 5 to Tune In" time. I'll set the timer for 5 minutes and we can get started. Is there something you would like to talk about?

Trainer *states out loud:*

What did you notice about the interaction?

Acknowledge answers provided. Answer any questions raised.

Please divide up into pairs. I'd like you and your partner to practice a Take 5 session. We'll take five minutes then switch roles. During the conversation, as the patient, bring up something that may be too personal so the other person can practice redirecting. Go ahead and start.

Call time in five minutes.

OK. Let's come back together in our group. Let's hear what you thought of the interaction.

Wrap-Up and Questions

Trainer states out loud:

You all did a great job with this discussion. Now, let's talk about what this how we will be doing this in our clinic.

Here are some suggestions for this part of the discussion.

Who will participate?

- All patients will be given an opportunity to participate
- Staff volunteers – you all have the opportunity to participate

Our "Take 5 to Tune In" lead is: ________________________________.

Steps we'll be taking:

1. Encouraging patient participation.
   a. Give each patient an invitation to participate.
   "We're trying something new at the clinic to help improve communication and get to know each other better. It's very easy and should be fun. Different staff would meet with you monthly for at least 5 minutes just to talk about whatever you want to talk about. Having this as a project helps make sure you get special time just for you… where staff isn't distracted but focused on you. I'd like to know if you'd like to join us."

2. When patient agrees- ask that they fill out the questionnaire and give them an envelope to put it in for privacy. Do not include their name on the questionnaire.
   a. *"Before we start having the sessions, Heartland Kidney Network has asked us to have everyone answer a few questions. Your answers are anonymous and confidential. Please fold it and staff will bring an envelope around for you to put it in. The envelope will be mailed directly to Heartland Kidney Network."*

3. Monthly all staff volunteers will pick from patients names that have agreed to participate.

4. Each staff will do their 5 minutes with the patient(s) chosen that month. Staff will work together to make sure that all patients are being monitored and cared for when someone is doing their Take 5 session.

5. Initial the Take 5 sheet next to the patient's name for the month.

Trainer *states out loud:*

Do any of you have any questions or concerns before we finish? Thank you all for your participation today, please sign up if you want to take part in the project before you leave.