Indiana University School of Nursing Woltman Family Communication Program

Principal Investigator: Susan Hickman, PhD (IU)

Research Team: Lucia Wocial, RN, PhD (IU)

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Abstract:

The initiative will exist over a three year period at IUSON. Activities will consist of year-long intensive three-person healthcare team trainings via workshops and web-based learning. The training will utilize research-based communication models to develop best practices. The first workshop will focus on building broad based communication skills using the Watson/Northwestern Medical Improv Curriculum. The second workshop will focus more specifically on models for communicating end-of-life choices. Over the first two years, 30 providers will participate (5 teams of 3 per year) in Indiana. The third year will be focused on expansion nation-wide through dissemination of findings and modules. The training structure is as follows:

• Immersion workshop—This will be a two and ½ day immersion workshop for teams of nurses, physicians and a chaplain or equivalent from sites that provide palliative and end-of-life care. Sites located in Indiana will be invited to participate for the first year. During the workshop, these teams will be exposed to a nationally-recognized lecturer, listen to families who will share their experiences and providers their best practices. The conference will begin with a presentation from the Woltman lecturer who will be a nationally renowned expert in communication. During educational sessions, participants will be introduced to leadership, resilience, listening, situational awareness, teamwork skills and models of communication around end-of-life. The participant teams will also work to develop communication projects, including outcome measures to implement post-workshop at their own organizations. Each team will be assigned a “coach”. Teams and coaches will meet “virtually” on a regular basis to insure ongoing support and guidance for teams as they work to achieve established goals.

• Team-based implementation of communication plan/project—The teams will implement their communication plans developed at the immersion workshop in their own health care settings. They will meet virtually with their coaches individually every four weeks to discuss progress to goals, challenges, and next steps. The coaches will come from a variety of professional backgrounds and will be selected based on their expertise on the topic, their understanding of how to best implement changes in healthcare organizations, and their skills in using multi-disciplinary team-based approaches to care. Three coaches will be selected and assigned to each team.

• Update workshop—After 6 months, the teams will return to Indianapolis for a 1 ½ day long sharing of initial outcomes, barriers, challenges and successes. Teams will plan for collection of outcome measures in the next six months. On the second day of this workshop they will participate in practicing difficult conversation strategies, and engage in role-playing activities which will be evaluated in a structured way.

• Final Report out—At the end of the 12 month program the teams will return ‘virtually’ in to present their experience to include both the evaluation and professional growth assessments by each member of the team.