

Palliative Care: Beyond Pain – Across the Borders  
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# FROM HEART TO HEART: COMMUNICATION WITH PATIENTS AND CAREGIVERS

Kira Stellato – IT, FVG

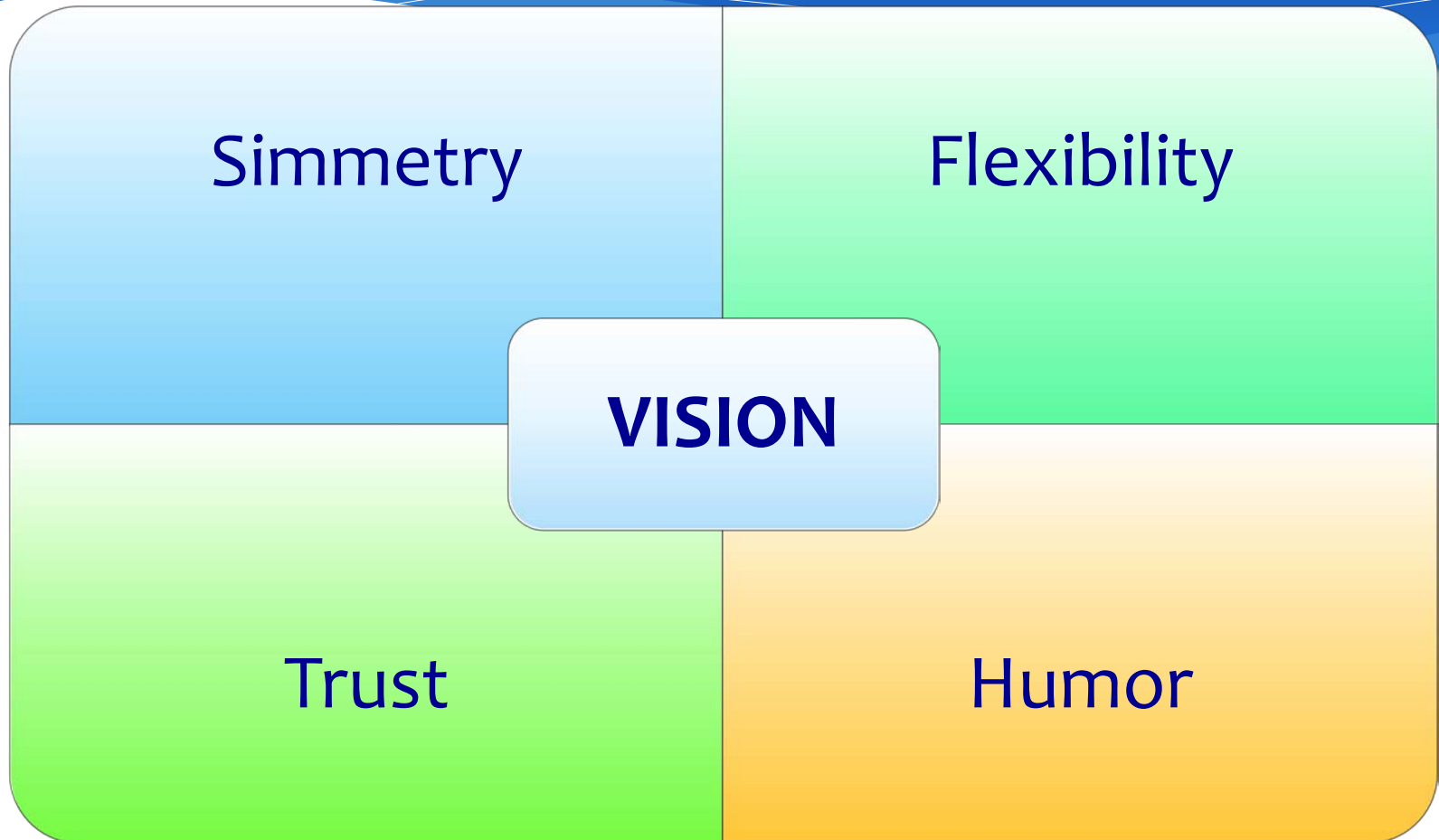
# COMMUNICATION: A MULTIDIMENSIONAL PROCESS



# WHAT IS COMMUNICATION?

- Good communication is the founding block of therapeutic alliance (Ackerman & Roth, Clin Psych Rev, 2003)
- Communication is a manyfold process
- It can take many forms (e.g. telehealth) (Kashem, A. et al., J Card Fail, 14, 121-26, 2008)
- The most important communication skill is THINKING
- Each communication is a new communication

# COMMUNICATION WITHIN THE CURE/CARE TEAM



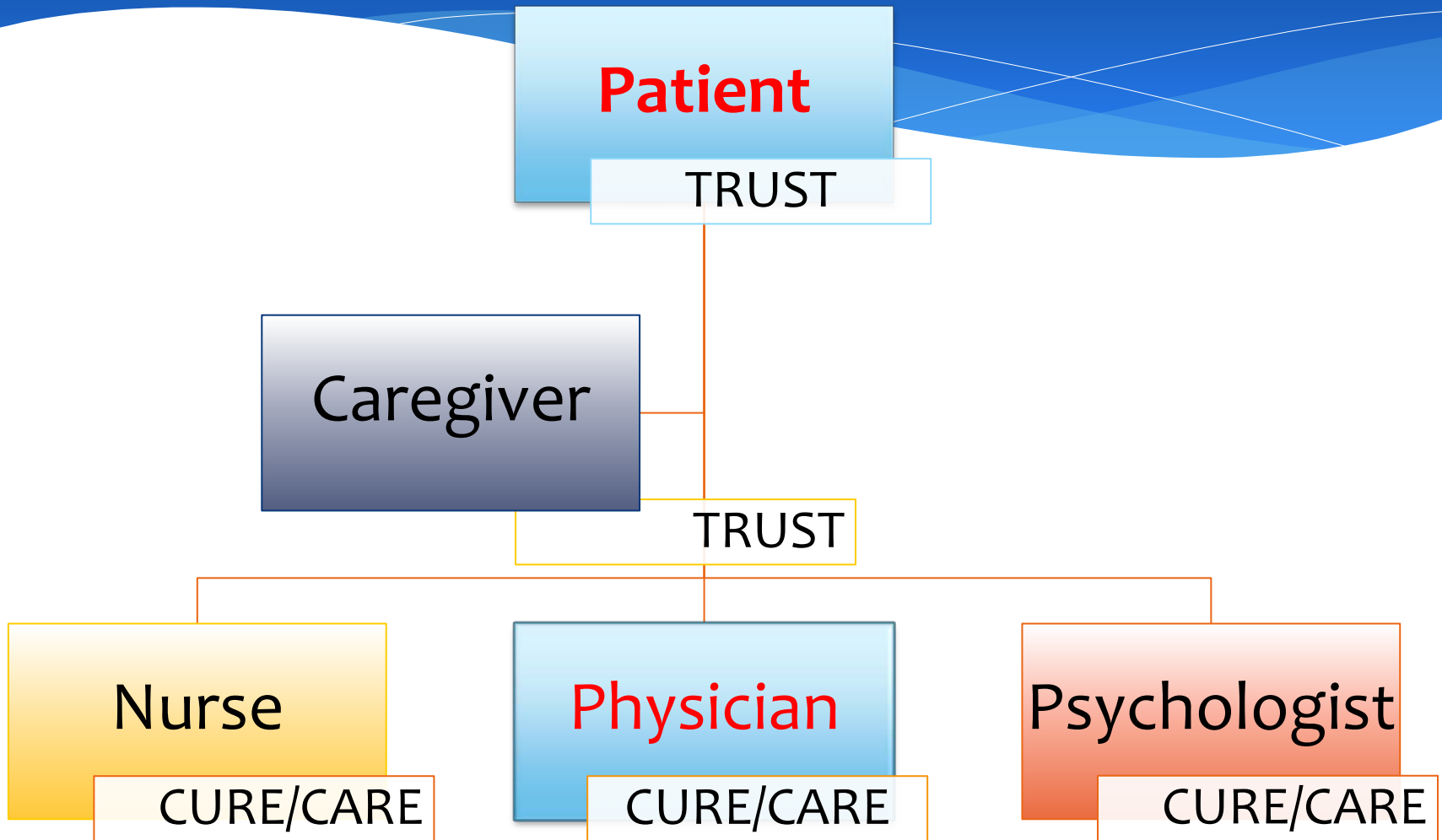
# TIME

Time for communication, relationship building, trust building is

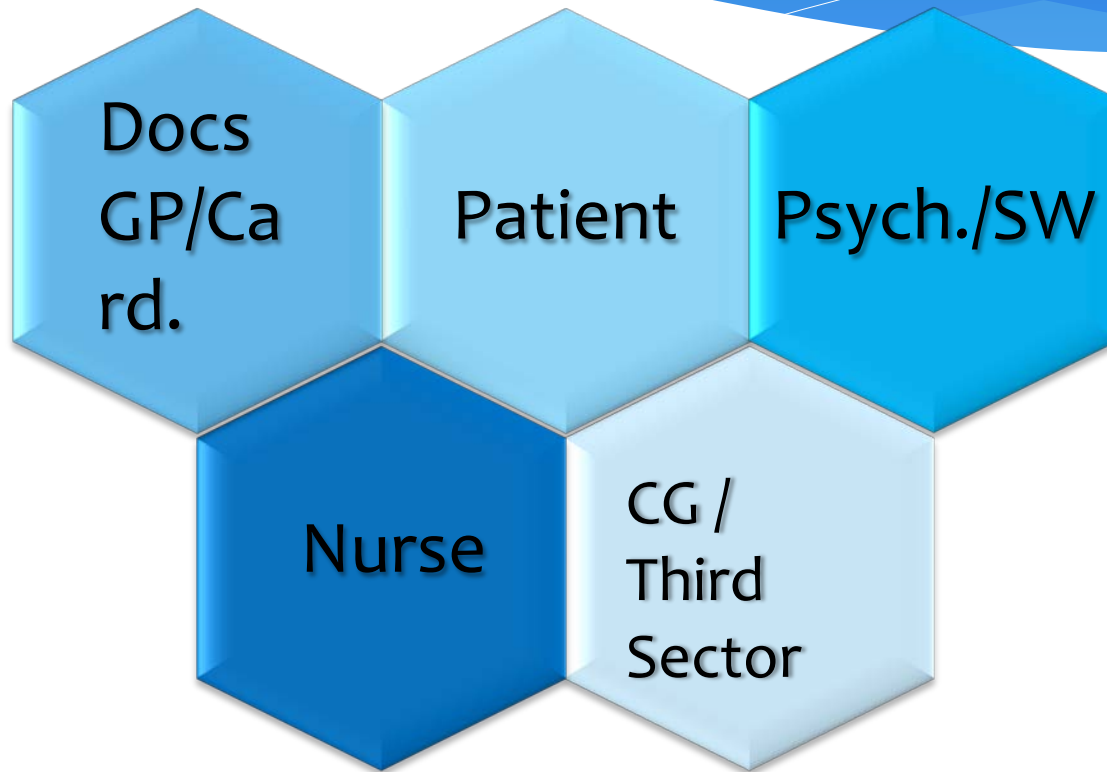
**CURE / CARE TIME**

# COMMUNICATION: WHO/WITH WHOM?

## Patient-Centered Approach



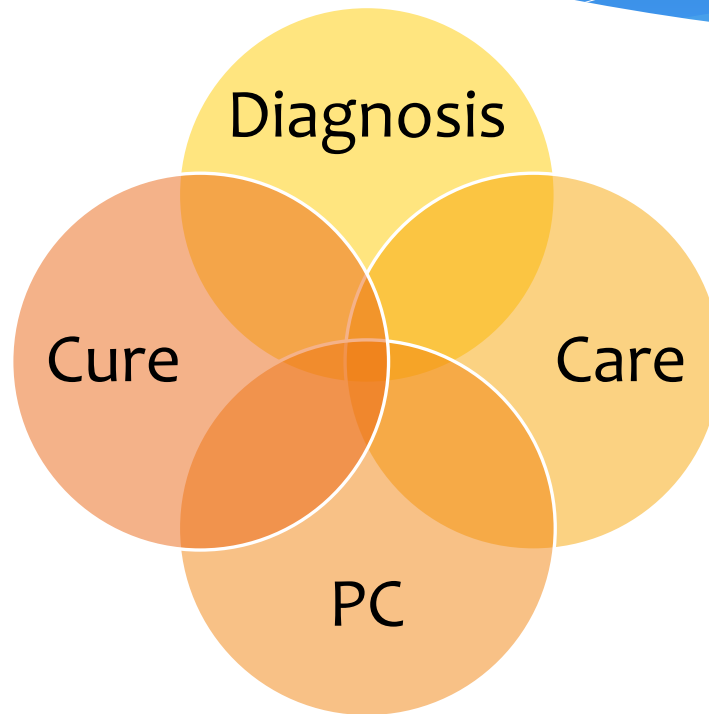
# The Bee-Hive Person-Centered Integrated Approach



Territory

Hospital

# Integrated Care Pathway for Chronic Disease



NO FRAGMENTATION TO MAXIMISE EFFICIENCY /EFFECTIVENESS OF CARE

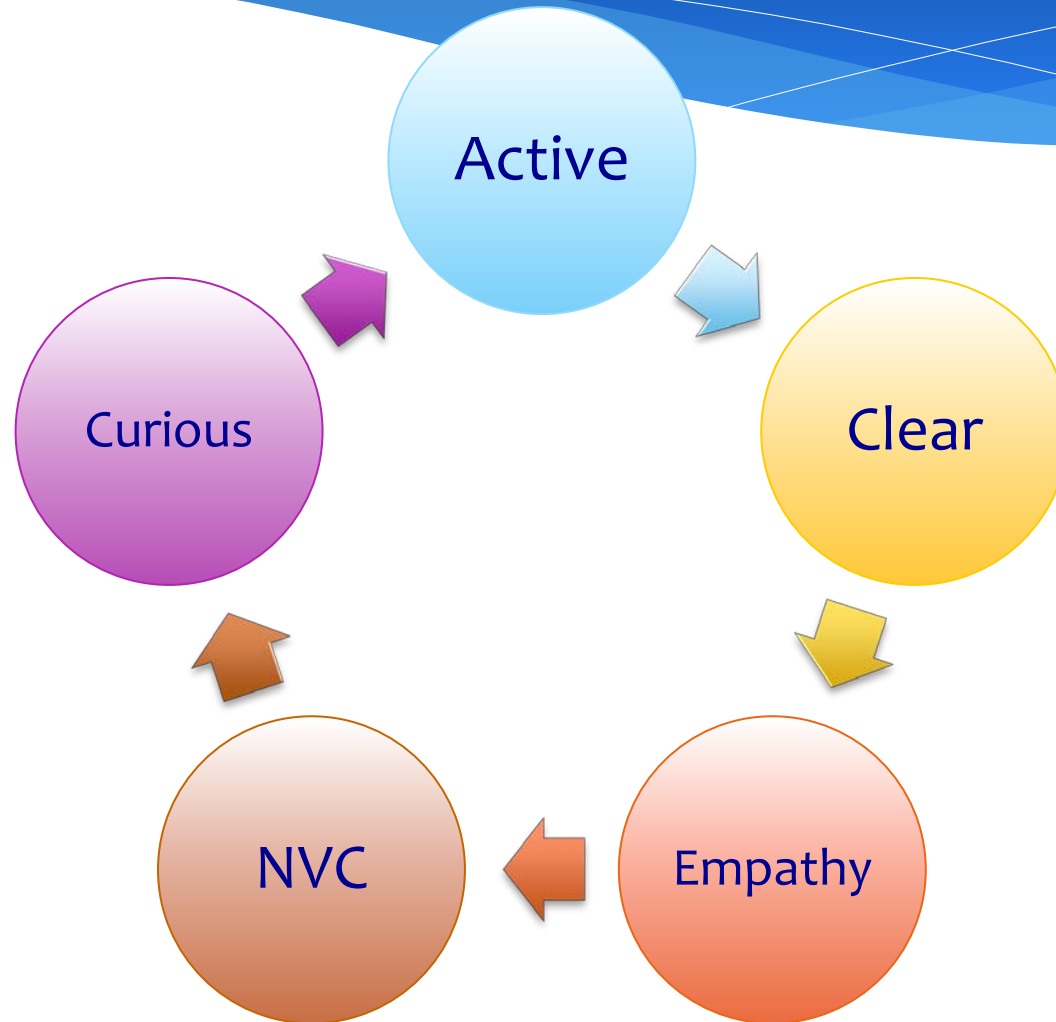


# FROM DIAGNOSIS TO PROGNOSIS

- \* Diagnosis must be CLEARLY UNDERSTOOD
- \* Nursing F/U
- \* Educational programs (experiential) for PTs/CGs
- \* Develop awareness / acceptance / self-empowerment

*“I’m tired because the doctor put me on a diet that... no sausage, no alcohol... only meat, fish, fruit and vegetables... that’s why I’m always tired!”*

# GOOD COMMUNICATION IS...

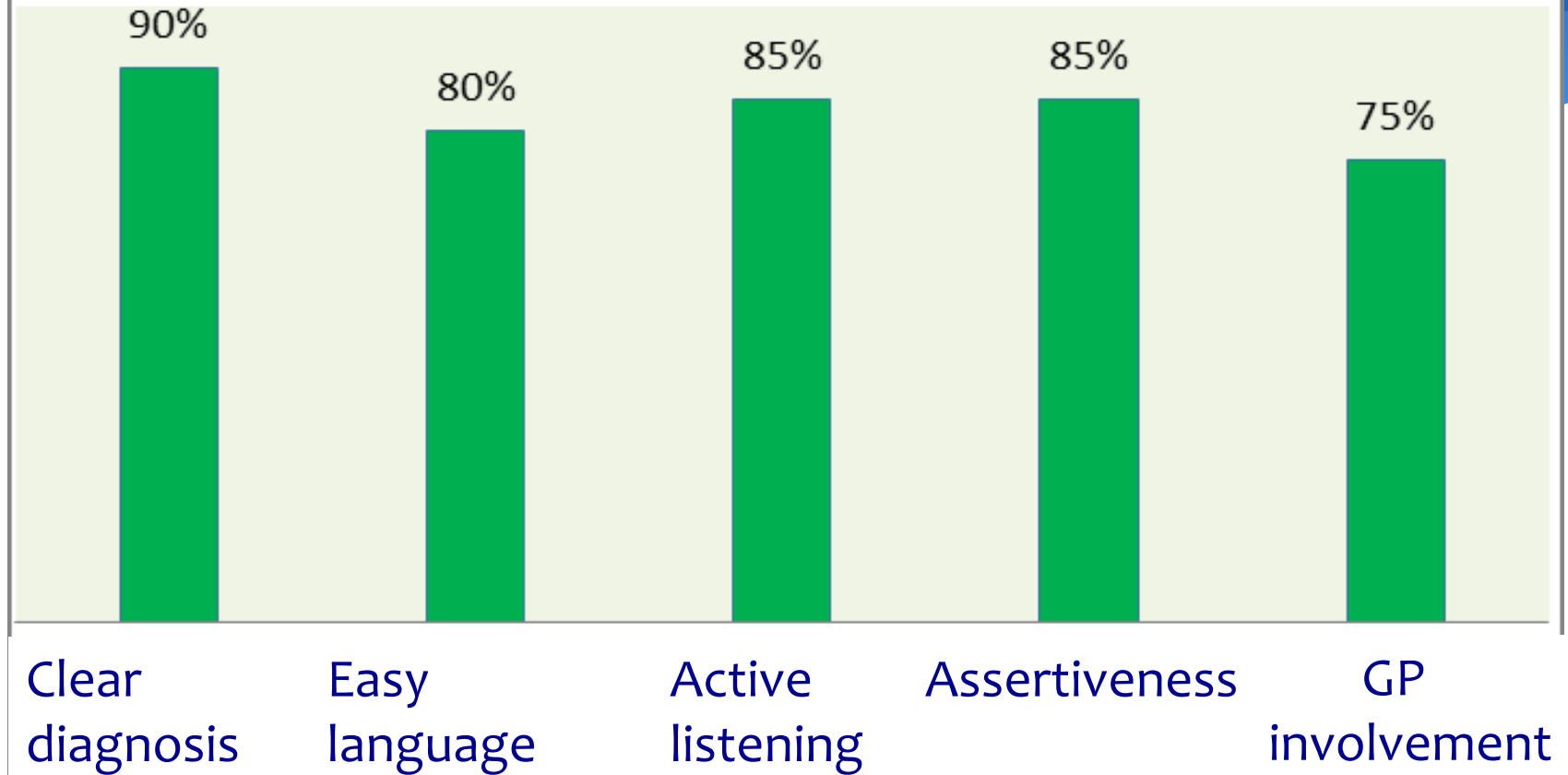


# Palliative Care and Narrative Medicine

Identification of needs of HF patients and their caregivers

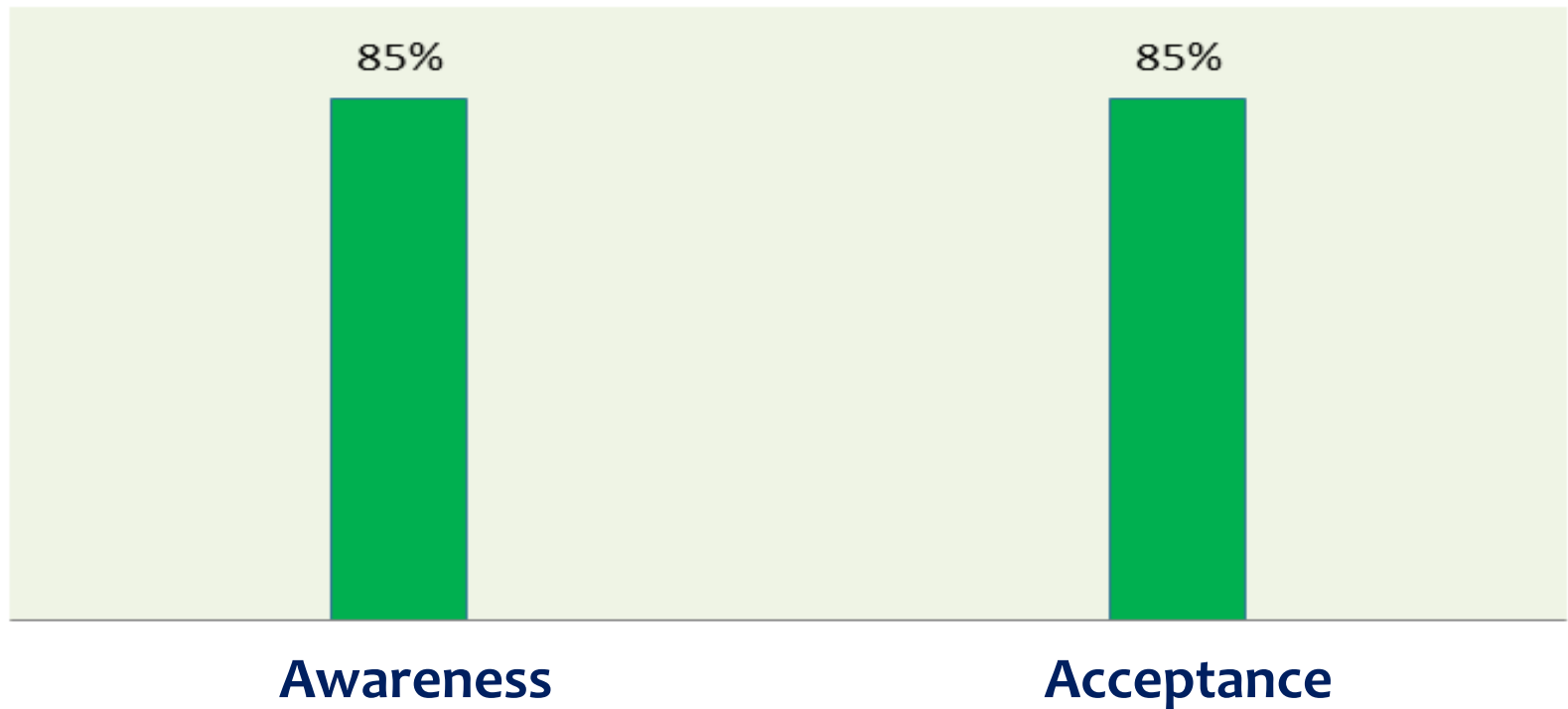
- 20 patients stratified by sex
  - NYHA 3-4;
  - EF  $\leq$ 30%
  - At least one ER/Hosp admission over the past 12 months
  - Age  $\geq$  60
  - Polypathologies
  - 10 CGs (results pending)

## COMMUNICATION



- *One hour doctor's visit, one hour doctor's silence...*

## DENIAL



*“If my doctor doesn’t say anything, then it means everything’s fine with me...”*

# Good communication brings to

**AWARENESS**

**ACCEPTANCE**

- **ADHERENCE**
- **FEWER READMISSIONS**

**SELF-MANAGEMENT**

# SUMMING UP

## let's try and...

- PRACTICE ACTIVE LISTENING
- SET GOALS OF COMMUNICATION
- KEEP SIMMETRY AT ALL LEVELS
- WATCH FOR NVC CLUES
- REALIZE CAREGIVERS ARE PARTNERS IN HEALTH
- BE WITH THE PATIENT, DON'T TRY AND BE THE PATIENT!

*When all other means of communications fail,  
try words.*

*Anonymous*

*Thank you  
Hvala  
Danke  
Grazie!*