

Eileen Poole - Discussion and Reflection Questions

The first three videos conclude with a set of questions that can be used to facilitate discussion and/or promote reflection. The questions are also provided here for review purposes.

Eileen's Story

- 1) *How could knowing about Eileen's history help the healthcare team provide safe, effective and empathetic care?*
- 2) *What is person-centred care and how does it relate to the care of Eileen Poole?*

Practice Nurse (Scenario 1)

- 1) *Did the Practice Nurse demonstrate person-centred care?*
- 2) *Why do you think the patient didn't ask any questions of the Practice Nurse?*
- 3) *Did the Practice Nurse elicit all of the relevant information from Mrs Poole?*
- 4) *How could the Practice Nurse have created a more comfortable environment for Mrs Poole that would enable her to share her concerns?*
- 5) *What are the implications for medication safety in this scenario?*

Encounter with Dr Walker

- 1) *How effective was the communication between Mrs Poole and the General Practitioner in this interaction? (Give reasons)*
- 2) *What are some examples of effective communication in this interaction?*
- 3) *What are some examples of ineffective communication in this interaction?*
- 4) *What do you think is Mrs Poole's impression of Dr Walker?*
- 5) *How could the transfer of information between the Practice Nurse and the General Practitioner have been improved?*
- 6) *Might a brief verbal handover between the Practice Nurse and the GP have made a difference here?*

Community Pharmacist (Scenario 1)

- 1) *What verbal and non-verbal behaviours did each person use in this interaction?*
- 2) *Did Mrs Poole get her message across to the Pharmacist?*
- 3) *Identify factors that posed a risk to patient-safe active listening in this situation.*

This series of events resulted in a medication error that led to Mrs Poole falling and being admitted to hospital with a Colles' fracture. The fall occurred due to hypotension, hypoglycaemia, and dizziness brought about through the doubling up of oral hypoglycaemic medications and taking complementary medicines that interacted with the prescribed antidepressant.

The final three videos demonstrate more effective communication skills. As you watch, consider the differences between these and the previous scenarios, and think about the different communication skills being demonstrated. Prompts are provided throughout the videos that highlight particular communication skills.

Practice Nurse (Scenario 2)

Dr Walker (repeat)

Review the interaction with Dr Walker again, and look for anything you think the Dr might have missed:

- 1) What could be improved here?
- 2) What was done well?

Community Pharmacist (Scenario 2)

Note the use of ISBAR in the interaction between the Pharmacist and the GP.

When you have completed this introductory module it is important to reflect on what you have learned and how this learning can be applied to your clinical practice. Consider what you have learned about:

- 1) Person-centred care
- 2) The importance of ensuring that the PERSON remains central to the Quality Use of Medications Cycle
- 3) The implications of interprofessional and interpersonal communication for medication safety