

SUPPORTIVE CARE STARTS WITH COMMUNICATION AND COLLABORATION: AN AUSTRALIAN PERSPECTIVE

CARE: Communicating Actively, Responding Empathically

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Faculty Disclosure

<input type="checkbox"/>	No, nothing to disclose
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The University of Queensland	X							
Metro South Health							X	



CARE (Communicating Actively, Responding Empathically) Workshops



Aim: To compare Communication workshops duration

CARE One-day workshop (8 hours)

Evidence based theory +
experiential role play
opportunity

CARE Express workshop (2 hours)

Evidence based theory +
critique of clinical video
scenarios (2 hours)

Emotions explored in both workshops :
Anxiety, Distress, Anger, Depression

Method/Measures

Method	Measures
<p>Participants from allied health, nursing and randomised groups:</p> <ul style="list-style-type: none"> • Control received education • CARE One day • CARE Express n=48 	<ul style="list-style-type: none"> • Perceived skills and confidence (by self-report scale) • Pain Relief Scale • Clinical vignette <p>T3 3-month post training</p>

Data analysis:

Descriptive- mean and standard deviation. Normal distribution- Shapiro-Wilk

Confidence- McNemar's

PBS- Kruskal-Wallis test and Dunn's post hoc test

Clinical Vignette- t-test/Mann-Whitney; Kruskal-Wallis and Dunn's post hoc test

Confidence in identifying/responding to emotions for the three groups over time

Identifying emotions Score ≥4	Control			Express			One day		
	T1	T3	p	T1	T3	p	T1	T3	p
Anxiety	80%	76%	0.61	58.7%	97.7%	<.001	67.3%	100%	<.001
Distress	76%	76.6%	1	60.9%	97.7%	<.001	71.4%	100%	0.001
Anger	84%	74.5%	0.38	69.6%	93.2%	0.004	73.5%	100%	0.001
Depression	52%	48.9%	1	34.8%	90.9%	<.001	44.9%	91.1%	<.001
Responding to emotions Score ≥4	Control			Express			One day		
	T1	T3	p	T1	T3	p	T1	T3	p
Anxiety	48%	51.1%	0.8	41.3%	88.6%	<.001	42.9%	95.6%	<.001
Distress	50%	46.8%	0.79	39.1%	88.6%	<.001	31.2%	95.6%	<.001
Anger	38%	36.2%	1	28.3%	79.5%	<.001	28.6%	75.6%	<.001
Depression	28%	34%	1	26.1%	81.8%	<.001	31.9%	77.8%	<.001

Physician Belief Scale changes over time- comparison between group

Control Group

No significant difference in participant belief score between pre and 3-month

CARE Express and CARE One-Day

The score was significantly higher pre than at 3-month for the CARE Express group ($p < .001$) and CARE group ($p < .001$)

Demonstrating an increase in psychosocial focus from baseline to three months post training for both intervention groups

Group (n)	Baseline mean (SD)	3-month follow-up mean (SD)	Change Score from T1 to T3 mean (SD)	P-value*
Control (50)	5.56 (3.78)	5.62 (4.00)	-0.02 (2.41)	0.95
Express (48)	6.35 (3.62)	4.25 (2.47)	-1.95 (3.30)	<.001
One Day (49)	6.14 (3.89)	3.48 (2.35)	-2.36 (3.47)	<.001

*p-value from statistical test on change score between T1 and T3 for each group (t-test and Mann-Whitney test)

Results- Clinical vignette

Three themes

Pragmatic:

symptom management,
Gina, questioning, directive,
practical/information,
referral practical

Initiating:

referral-emotional,
Pollyanna principle

Acknowledging:

offer support, encouragement,
exploratory, non-verbal cues,
facilitative, validation, empathic

Meet Sonya

Sonya is a 45-year-old single woman with a diagnosis of head and neck cancer. She has recently completed her chemotherapy and radiation and is attending her outpatient appointment today. Sonya has little eye-contact and is visibly teary. When asked how things are going she responds, "I've had enough, I can hardly even swallow, let alone eat...I don't know why I bothered even having this treatment"

List, in order, five (5) things you would say to Sonya in your role as a health professional

Results- Clinical vignette

Control Group

== unchanged from pre to 3 months post training

CARE Express

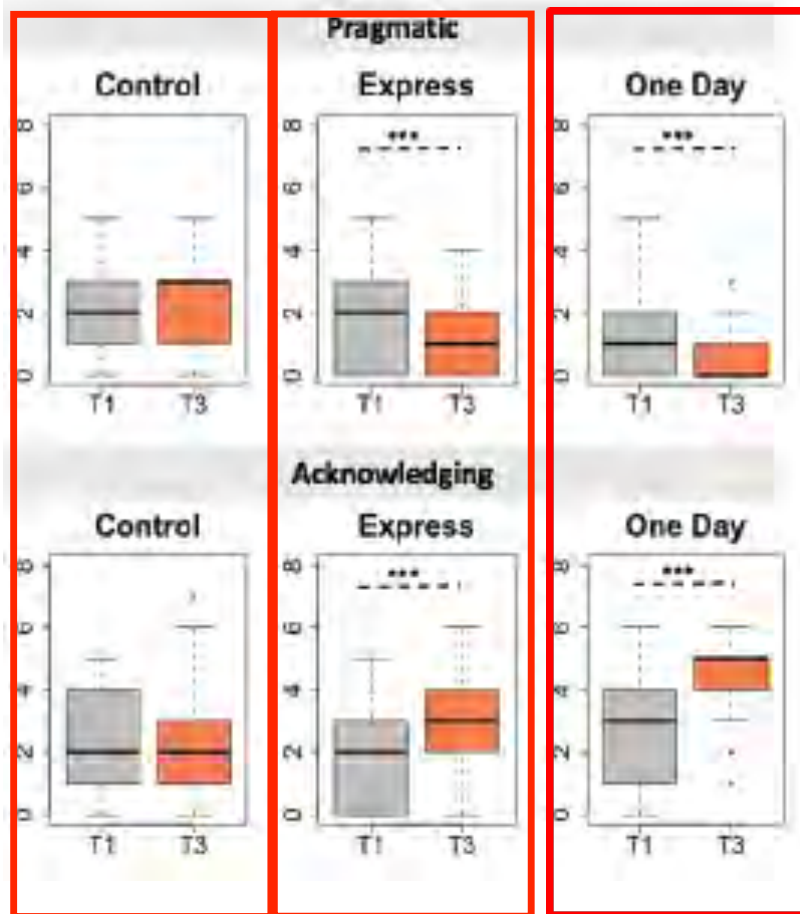
↘ *pragmatic response* from pre to 3 months post

↗ *acknowledging statements* from pre to 3 months post training)

CARE One-Day

↘ *pragmatic response* from pre to 3 months post training

↗ *acknowledging statements* from pre to 3 months post training



Discussion/Conclusion

No training= no change to communication skills

CARE Express (2 hours) or CARE One-day

- an increase in staff confidence
- an increase in acknowledging behaviours
- an increase focus on psycho-social care

Maintained at 3 months suggests that people may use these techniques in clinical practice



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