

## IPE Communication slide set activities

Knowledge check:

1. Which of the following statements effectively acknowledges this patient's concern:

**"This is not an acceptable way for them to treat me as a patient."**

- a. I agree that approach is not acceptable
- b. I am not sure I see your point on this, all of the hospital staff has been working to assist you
- c. You must feel frustrated, let me check in with the nurse about your concerns

2. **The debrief strategy DEAR stands for: (correct answer yellow)**

- a. Describe, Explain, Agree, Resolve
- b. Describe, Explain, Ask, Request
- c. Describe, Examine, Ask, Resolve
- d. Debrief, Explain, Ask, Request

3. **Key elements of person-centered decision making (PCDM) include:**

- a. Documenting, judgmental language, shared decision making
- b. Documenting, attention to language, independent decision making
- c. Documenting, attention to language, shared decision making

4. Which of the following are person-centered decision making communication techniques:

- a. Paraphrasing
- b. Deflecting
- c. Closed-ended questioning
- d. Providing options

Reflection:

1. When clinical care of a client is transferred to another provider, or transferred to another facility, what factors might affect the person's experience of care, or the person's reactions to receiving care?
2. What can you do to improve this experience?

*Note: Quiz question topics may be used as discussion points at presenter discretion.*