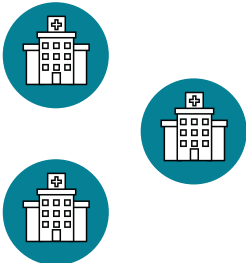


CONVERSATIONS MATTER

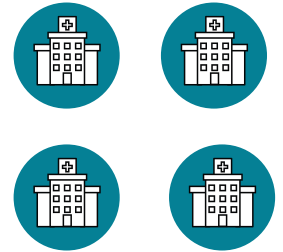
SKILLED CONVERSATIONS BUILDING EXCELLENCE IN CANCER CARE

ENGAGE

WITH 7 VICTORIAN REGIONAL CANCER CENTRES TO:



- raise awareness of the role of effective, consistent communication on health outcomes, supportive care and the patient experience
- deliver core communication skills training to clinical and non-clinical staff to strengthen interactions with patients, enable participation in care decisions and ensure safe quality care
- facilitate a culture change in communication skills practice at the individual, team and organisational levels.



DISCOVER

AREAS OF CHALLENGE AND DEVISE A COMPETENCY FRAMEWORK

- work with clinicians and non-clinicians to identify the challenges of communication and promote effective supportive care screening.



- develop a competency framework of key communication skills, skills to promote lifestyle behaviour change and maximise the effectiveness of telemedicine.

RESOURCE

- develop an accessible web application containing 'just in time' learning resources, videos, and expert content to support the application of communication skills in the workplace.



TRAIN



WEBINARS

10 x 90 minute webinars
 1000 participant places
 3-5 education topics



VIRTUAL WORKSHOPS

25 4-hour experiential workshops
 625 participant places
 4 education topics



COMMUNICATION MASTERCLASSES

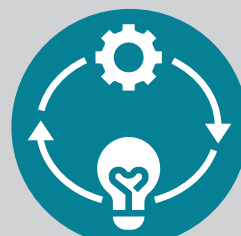
12 experiential masterclasses
 240 participants
 4 education topics

SUSTAIN

BUILD A SUSTAINABLE REGIONAL WORKFORCE CAPACITY AND FACILITATE CULTURE CHANGE

CHAMPIONS OF CHANGE

- establish a community of practice across regions
- 70 intensive training scholarships to embed 10 Champions of Change into each health service
- 3-5 additional education packages developed to be delivered by Champions of Change sustainably.



IMPLEMENTATION AND MONITORING

- develop an implementation toolkit to plan and track implementation and evaluation
- develop mechanisms for health service and statewide monitoring
- embed communication skills training into workforce development facilitating culture change.

KEY PRINCIPLES

- communication is a learned skill that needs to be taught
- an experiential skills-based approach is required for clinician and non-clinician behaviour change
- core communication skills are the foundation of all clinical and non-clinical interactions
- skilled communicators modify the emphasis of different skills in different contexts to maximise effectiveness
- to improve equity of access, outcomes and promote supported self-management and access to supportive care, clinicians and non-clinicians need to individualise their communication each and every time
- there have been many tools and guides introduced into healthcare, but less attention given to operationalising these tools from a communication perspective.

EDUCATION TOPICS

- core communication skills (skilled introduction, responding to strong emotions, making a referral)
 - communication evidence, micro-skills and frameworks
 - introduction to lifestyle behaviour change
 - maximising the effectiveness of telemedicine
 - conducting distress screening and increasing referral uptake to supportive care
 - planning future care and advance care planning
- Champions of Change** (in addition)
- core facilitation skills, education module facilitation skills, teaching communication in the workplace, effective workplace supervision conversations.