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Enhancing clinical communication for patients experiencing miscarriage in Urgent O&G Centre (UOGC)

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Introduction

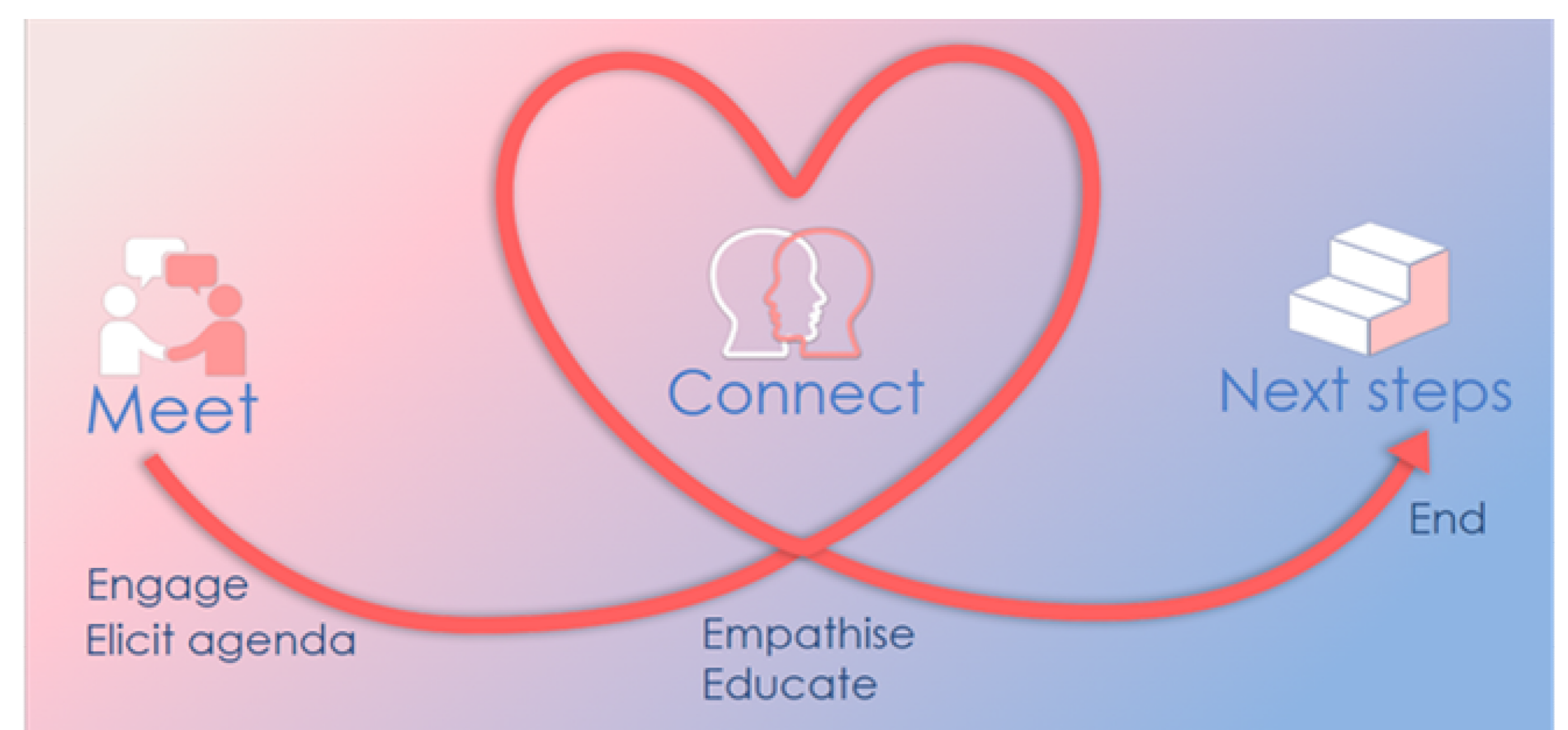
The Urgent O&G centre (UOGC) at KKH attends to around 120 miscarriage patients every month. The staff in UOGC expressed discomfort in communicating or managing patients who are experiencing miscarriages. Feedback from some of these patients highlighted issues such as lack of compassionate care and communication.

Methodology

A multi-disciplinary team from Office of Patient Experience (OPE) and UOGC came together to build a communication course. The content comprises of:

- Sharing of what matters to patients through analysis of the Patient Reported Experience Measures (PREMs) for UOGC
- Lecture on Effective Communication Model (5Es*)
- Role-play of case scenarios based on actual cases
- Debriefing and feedback
- Patient Stories

*Engage, Elicit Agenda, Empathise, Educate, End



Results

- 57 staff (Doctors, Nurses, Patient Service Associates) were trained between April 2023 and April 2024
- Percentage of staff who rated their knowledge of the Effective Communication Model as "Good" and "Very Good" increased from 61% to 100%. (Fig. 1)
- Percentage of staff who rated their confidence in communicating with patients experiencing miscarriage as "Agree" and "Strongly Agree" rose from 53% to 100%. (Fig. 2)
- 100% of the staff felt that the course was helpful in their course of work.

Conclusion

The communication course has shown positive outcome (knowledge and confidence) of staff across different professions. The course has greatly benefited our staff by enhancing their skills and fostering better communication and collaboration as a team. The training has also been extended to inpatient nursing team.

Please rate your knowledge of the Effective Communication model (Engage, Elicit agenda, Empathise, Educate, End)

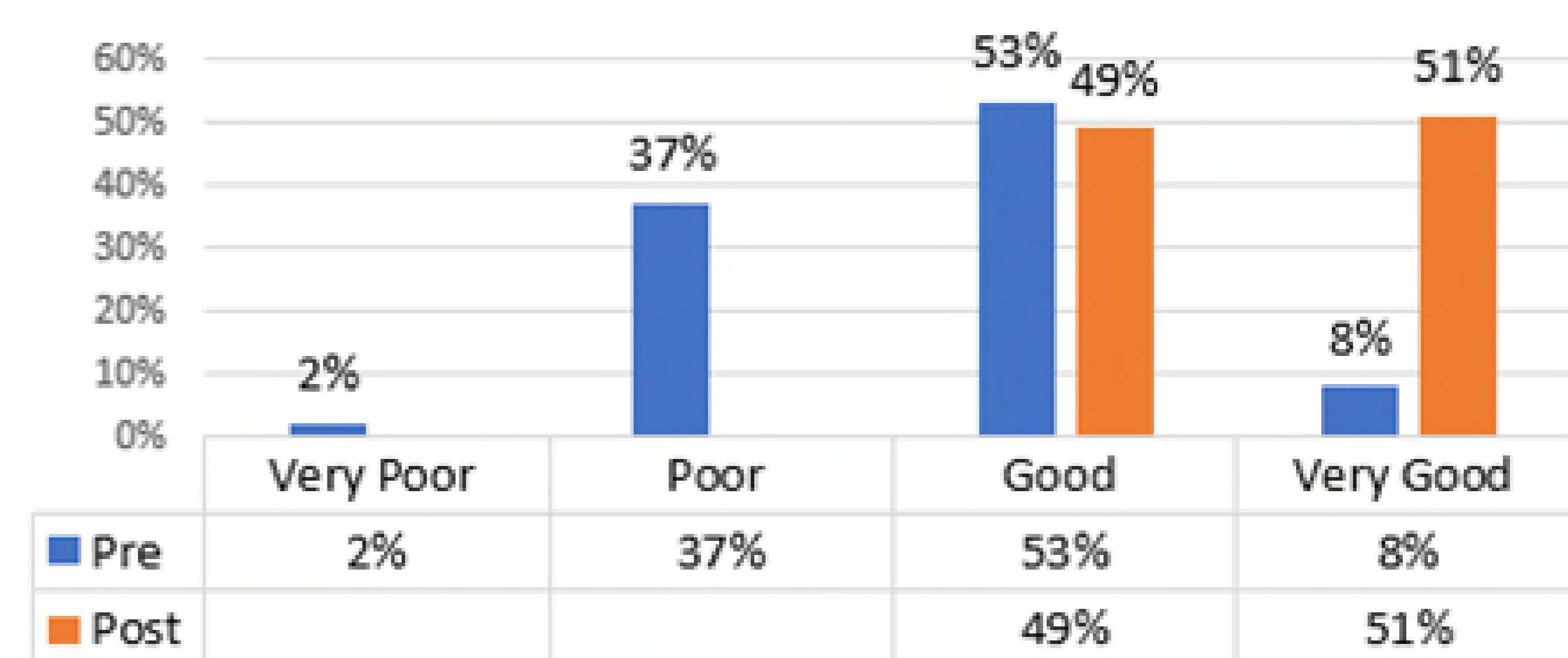


Fig. 1

I feel confident communicating with patients with miscarriage

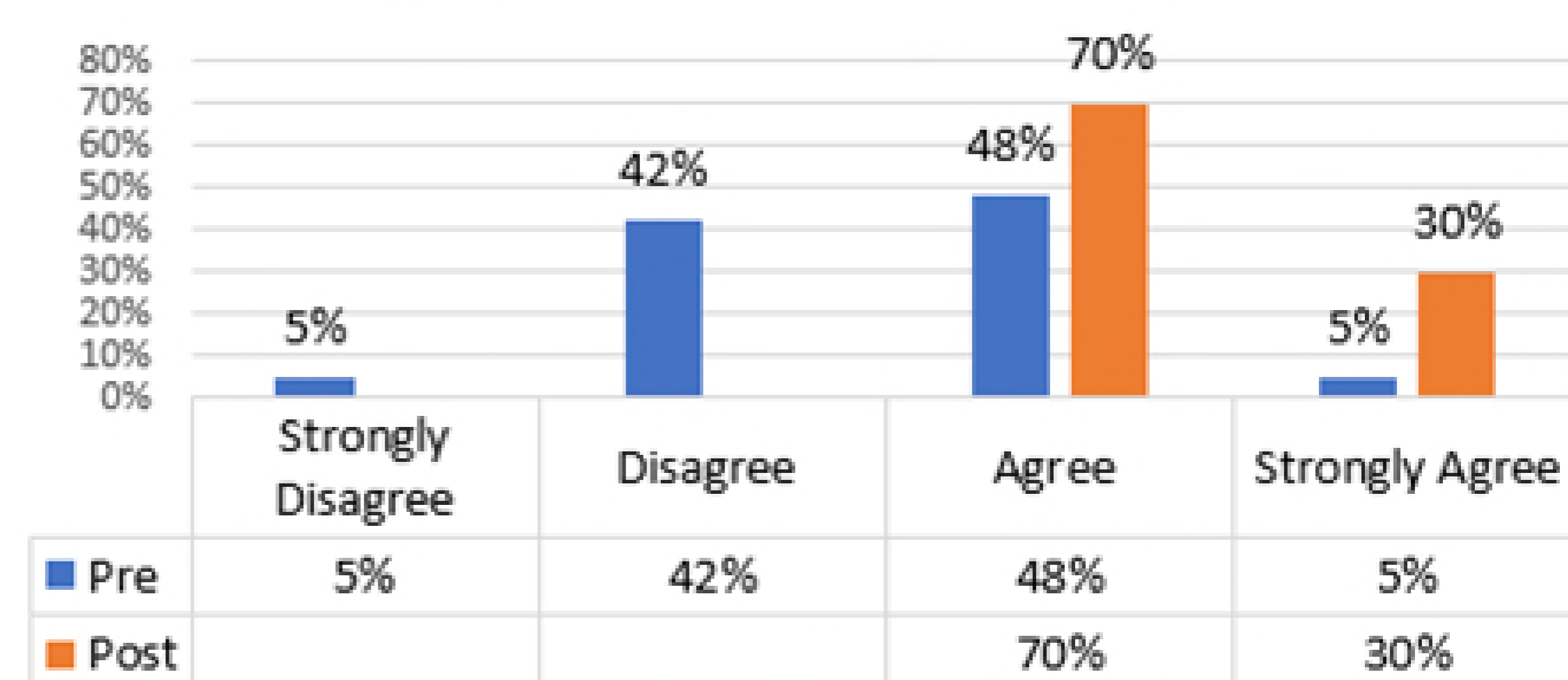


Fig. 2