

EPA 9: Communicate in difficult situations.

Pre-entrustable

- Provides information without verifying that relevant permissions have been obtained
- Communicates in a public or crowded space with others around, which may impact confidentiality
- Does not show sensitivity to patient preference (alone, with family, etc.) as applicable
- Does not introduce him/herself and/or does not explain the purpose of the visit
- Uses medical jargon when communicating
- Does not provide information in an organized, logical manner
- Is not attentive to the patient's concerns and/or interrupts patient
- Does not verify for understanding or does not address concerns
- Does not make any follow up plan
- Does not seek help in managing the difficult situation

Entrustable

- Verifies who should be present and is aware of what information can and cannot be shared without permission
- Plans the encounter and communicates in a private setting
- Introduces him/herself, their role in the patient's care and explains the purpose of the conversation
- Positions him/herself to communicate comfortably
- Speaks in non-jargon language, through a translator if necessary
- Listens actively
- Verifies for understanding and addresses concerns
- Makes a plan that is understood, with next steps articulated
- Works with and includes (where relevant) other health team members to manage the difficult situation
- Assesses safety of the situation and seeks help as needed