



School of Nursing

UNIVERSITY OF WISCONSIN-MADISON

It's in the Details: Identifying Communication Strategies that Promote Shared Decision Making in Acute Care

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Background

- Nurses experience moral distress regarding communication problems during end-of-life decision making
- We often know “what” to say
- We do not often know “how” to say it or “when” to say it

McAndrew, N.S., Leske, J., & Schroeter, K. (2018). Moral distress in critical care nursing: The state of the science. *Nursing Ethics*, 25(5), 552-570.



Analytic Strategy

- Conversation Analysis
 - Conversations are structured
 - Not just “what” is said, but “how” and “when”
- Combine with event sequence analysis
 - Probability of X leading to Y

Pecanac K. E. (2018). Combining conversation analysis and event sequencing to study health communication. *Research in Nursing and Health*, 41, 312-319



Introducing the need to make a decision about life-sustaining treatment

- Audio recorded 40 clinician-surrogate conversations from 3 ICUs in 1 hospital in US

Pecanac K. E. (2017). Communicating delicately: Introducing the need to make a decision about the use of life-sustaining treatment. *Health Communication*, 32, 1261-1271.



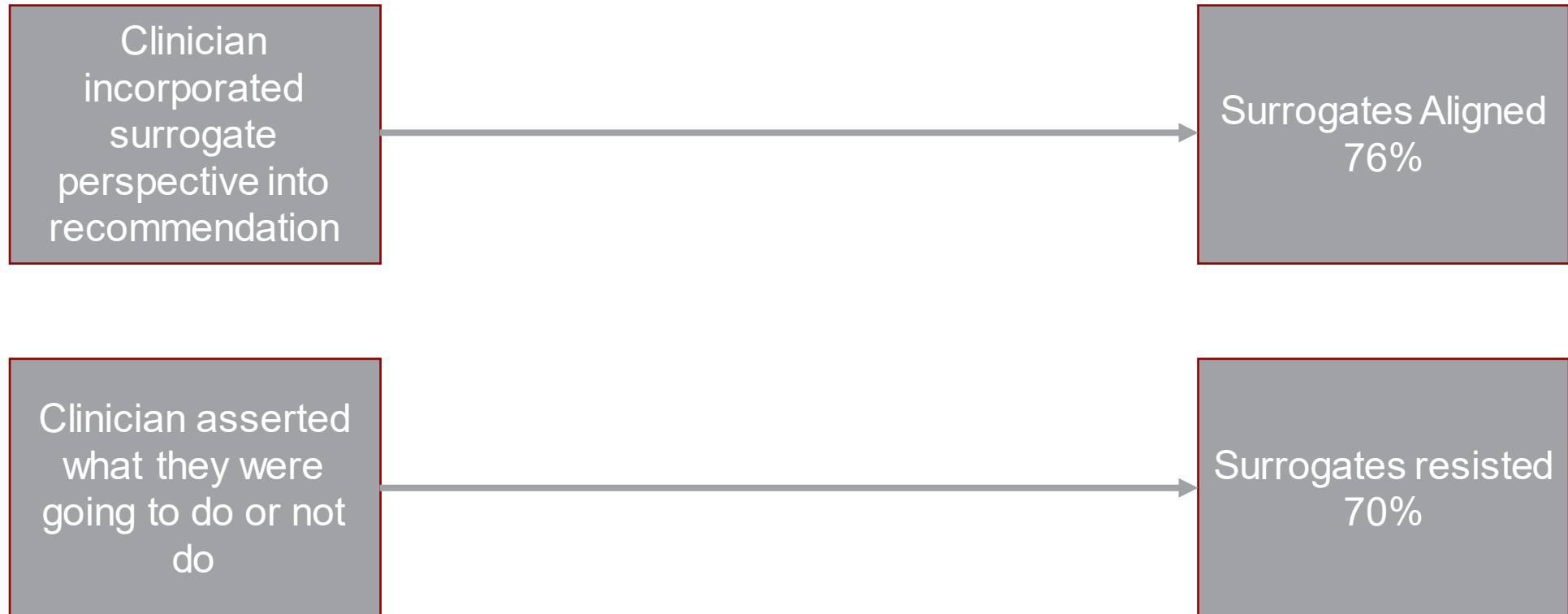
Introducing the need to make a decision about life-sustaining treatment

- 1.) Clinician asked surrogates to share their perspective of what their loved one would want
- 2.) Surrogates shared their perspective
- 3.) Clinician incorporated their perspective into a recommendation

Pecanac K. E. (2017). Communicating delicately: Introducing the need to make a decision about the use of life-sustaining treatment. *Health Communication*, 32, 1261-1271.



Event sequence analysis



Pecanac K. E. & Brown R. L. (2017). Decision proposals in the family conference. *Patient Education and Counseling*, 100(12), 2255-2261.



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Introducing the need to make a decision about life-sustaining treatment

Asking a question

- C: Do you prefer quality of life? With the quality of life you've had?
- S: She wouldn't want a- this is no quality of life right?

Making a statement

- S: Okay.

“How” matters

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Introducing the need to make a decision about life-sustaining treatment

Pr1: A lot of times we ask people ya know what they would want us to do if we came here that you had- if you had died or passed away suddenly on us.

Pt1: Yeah.

Pr1: What're you

“When” matters



Negotiation of the plan of care during daily rounds

- Audio recorded 40 physician-older adult patient conversations from 3 acute care units in 1 hospital US

Pecanac K. E., LeSage E. & Stephens E. (2020). How hospitalized older adults share concerns during daily rounds. *Patient Education and Counseling*, 104(7), 1652-1658.



Negotiation of the plan of care during daily rounds

Sensitive topic

- I'm just asking you know when you do get home eventually are you worried that you might that those patterns that keep bringing ya back here that you're gonna end up in ya know repeating that?
- What support could we give you ta help this be a more successful life change?

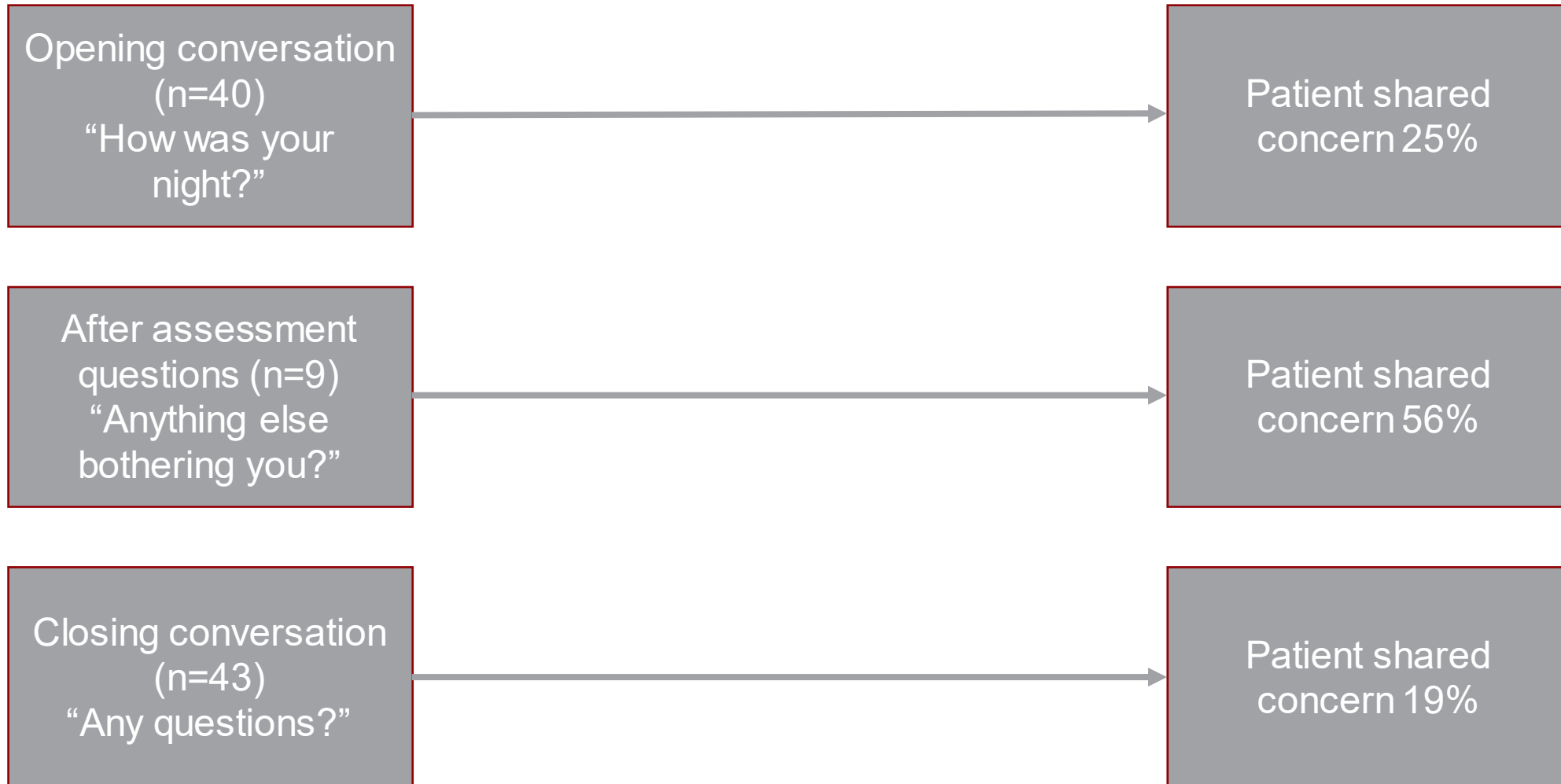
Medical domain

- So um even with some blood loss in the stools we're- we're gonna check it again this afternoon? Um because sometimes the numbers show up a little bit after? Like in terms of your hemoglobin dropping. But we'll just check it again to be sure. Do you have any questions about that?

Pecanac K. E., LeSage E. & Stephens E. (2020). How hospitalized older adults share concerns during daily rounds. *Patient Education and Counseling*, 104(7), 1652-1658.



Clinician solicitation for general concerns



Pecanac K. E., LeSage E. & Stephens E. (2020). How hospitalized older adults share concerns during daily rounds. *Patient Education and Counseling*, 104(7), 1652-1658.

Thank you!

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