

Podcast Show Notes

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Challenging Patient Interactions: Conversations That Matter

Communication is a perennial challenge in the world of healthcare. Healthcare professionals have their own filters, time constraints, and temperaments - so do patients. Uncertain and stressful situations, particularly healthcare-related, surfaces complicated emotions making meaningful communication between patients and clinicians difficult. Trust is the foundation of healthy communication. Addressing the issues that interfere with communication (e.g., mistrust, hostility, impatience, etc.) will help clinicians build trust with their patients and colleagues and improve communication.

In this course, healthcare professionals will master the tools needed to identify possible conflicts, acknowledge patient emotions, and engage in healthy communication strategies that benefit both patient and clinician.

This CE course is relevant to medicine and nursing.

Episode 1 – Examining Challenging Patient Interactions and the Healthcare Team

We all know that conversations in general can have understandings and misunderstandings. Conversations can lead to peace or hostility, trust or mistrust. In healthcare, many conversations take place in the presence of a health concern, scare, or crisis. This adds an additional layer of stress or the potential for a challenging or difficult time with communication. We want to help healthcare professionals to thoughtfully consider the challenges that are part of the different types of patient interactions. We want to discuss recognizing why certain interactions are stressful and help healthcare professionals break down their feelings and consider how to approach such interactions for better outcomes.

Guest

Heidi Moawad, MD

- Licensed physician and surgeon (neurologist)
- Medical writer
 - Has been writing educational materials for healthcare professionals and the public for over 10 years
- Speaker
 - Speaks at professional conferences

- Part-time lecturer, Case Western Reserve University, and clinical assistant professor, Case Western Reserve University School of Medicine
 - Works with undergraduate and medical students
- Adjunct faculty, John Carroll University

Host

Leana McGuire, BS, RN

Leana McGuire has extensive experience with leadership development and executive coaching, and a background in content development, visual performance, speaking, and podcast hosting.

Content Reviewer

Maria Morales, MSN, RN, CLNC

Maria Morales is a nurse planner for Colibri Healthcare and a certified legal nurse consultant. She is a quality-focused, results-driven nursing education professional. As a continuing education leader with nurse executive experience in developing interprofessional educational programs, she supports healthcare workers with educational activities to help increase communication within the healthcare team.

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Episode 2 – Letting Go of the Blame Game

Challenging interactions are going to happen. We cannot eliminate them from the healthcare setting as everyone has their own way of dealing with emotions, stressful situations, and uncertainty. But if we know they are going to happen from time to time, we can take a more proactive approach to prevention strategies, dealing with them in the moment, and addressing patient and coworker challenges. And, of course, we want to address letting go of blame for healthcare workers who have blamed themselves for things that were outside of their control or allowed unfortunate situations to make them view themselves too harshly or unfairly.

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