Leading Your Team with Successful Communication Skills

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Disclosures

• Nonfinancial: Board of Directors- COLA Resources, Inc; President, KEYPOCC Keystone Point of Care Coordinators

• Financial – Honorarium/Author: AAFP POL Insight 2015A

• Financial – Honorarium/Speaker: AACC; KEYPOCC; Whitehat Communications

• Financial – Advisory Committee: BioFire; ASM
Objectives

1) Identify key communication skills for successful multidisciplinary partnerships
2) Identify the difference between the "one size fits all" approach and working with best practices
3) Learn to see your colleagues perspective on POCT and how to involve multidisciplinary teams in POCT decisions
List of Current POCT

Interfaced Devices:
- ACT-LR, ACT Plus
- Creatinine
- INR
- Hgb
- Urinalysis
- HBA1c
- Glucose, whole blood
- O2 Saturation
- Blood Gases

✓ pH
✓ Strep A
✓ Rapid HIV 1/2 Antibody
✓ Rapid HCV
✓ Urine Drug Screen
✓ PPM
✓ Tear Osmolality
✓ Fecal Occult Blood
✓ Specific Gravity
✓ Urine HCG
## Point of Care Testing

JHM operates six academic and community hospitals

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Beds</th>
<th>Glucose Operators</th>
<th>POCT TYPES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johns Hospital</td>
<td>1,059</td>
<td>4,313</td>
<td>26</td>
</tr>
<tr>
<td>Bayview</td>
<td>545</td>
<td>1,300</td>
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<td>Howard County</td>
<td>267</td>
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<td>Sibley</td>
<td>318</td>
<td>800</td>
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<tr>
<td>Suburban</td>
<td>229</td>
<td>1,343</td>
<td>9</td>
</tr>
</tbody>
</table>

Johns Hopkins Community Physicians – 39+ sites, 400+ providers, 1,600 glucose operators, 15 POCT types (primary and specialty care)
My words came out fine!
They were processed incorrectly
by your brain!!!
Communication Cycle

Sender
Message
Channel
Receiver

Plan
Act
Check
Do

Feedback
The Message

- Sender
- Feedback
- Receiver
- Channel
- Message
Everyone Has a Story

- The nurses on the unit have a story about why the glucometer is broken
- The POCC has a story about why the nurses keep breaking the glucometer
- The reality is that the glucometer isn’t broken, the nurses are using the wrong patient ID
Empathy In Communication

- Let the nurse or tech state their point of view
- While meeting regulatory requirements, you may still work with clinical teams to meet their needs
- Take the time to check regularly that the message is still meaningful
- Communication is a cycle
Language of Caring®

- Explore with the heart not just the head
- Learning the difference of leading with a “one size fits all” approach and looking for best practices
- Leading with your heart means being compassionate
- Compassionate doesn’t mean being weak

http://www.languageofcaring.com/blog-post/leading-with-heart/
A Nurse’s Perspective: 5 Stages of Emotion

- **1st: Denial** – It can’t be time for my unit audit, the coordinator was just here last week.

- **2nd: Anger** – These Lab People have nothing better to do than torture me! I’m too busy for this!

- **3rd: Bargaining** – God, just let me get through this and I will never forget to run controls again!

- **4th: Depression** – I’m going to fail, get fired and have to flip burgers for a living

- **5th: Acceptance** – Well, they’re going to be on my unit every week, and I really want to what’s right for my patient.

Adapted from: CLIA Inspection Survival Tips, Barry Craig, MLT(ASCP). 2010C POL Insight.
More On Empathy And Language of Caring®

- Acknowledge and Identify problem behaviors
- Tackle one behavior at a time
- Engage and support all work teams in eliminating this behaviour
- Develop a plan
- Provide support and coaching for all employees

I HAVE THE RESULTS FROM YOUR STOOL SAMPLE...

DELICIOUS
What is Your Role?

- Support Team
- Clinical Team
- Providers
- POCC

Patient
Multidisciplinary Communication Tools and Ideas

- Quarterly Flyers Published by Nurse Educations
- Screen Savers on Computers Across Hospital Campus
- Attending Team Huddles and Staff Meetings
- Messages on meters
- CUSP – Safety Team Meetings
- Monthly POCT Meetings
- Quarterly POCT Advisory Council Meetings
They had a tendency to talk past one another.
Networking

Look for opportunities to network at local meetings with other point of care coordinators

- KEYPPOCC – Keystone POCC group (Pennsylvania)
- Pointofcare.net – Website for all things POCT
- AACC POCT group – local chapters, AACC Annual Meeting Forum
- Many more!

***Irreplaceable value in learning form others’ experiences!!

http://www.pointofcare.net/index.htm
I’M HERE FOR A MEETING WITH THE POINT OF CARE COORDINATOR IN THE CONFERENCE ROOM NAMED.....

“WHERE HOPE GOES TO DIE”

IT’S THE FIRST ONE PAST “THE RECTANGLE OF FUTILITY”
Summary

- Learn how to reach out to POCC’s around you (email, in person meetings, webinars)
- Empathy is a necessary tool for successful communication
- Work with your multidisciplinary teams in your program – learn what works for them, learn how they like to communicate
- Treat Communication like a QA Cycle! Always follow up on messages that you send out.
References


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Questions

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