SUPPORTIVE CARE STARTS WITH COMMUNICATION AND COLLABORATION: AN AUSTRALIAN PERSPECTIVE

CARE: Communicating Actively, Responding Empathically

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Faculty Disclosure

<table>
<thead>
<tr>
<th>Honoraria/Expenses</th>
<th>Consulting/Advisory Board</th>
<th>Funded Research</th>
<th>Royalties/Patent</th>
<th>Stock Options</th>
<th>Ownership/Equity Position</th>
<th>Employee</th>
<th>Other (please specify)</th>
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<td>The University of Queensland</td>
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<td>Metro South Health</td>
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CARE (Communicating Actively, Responding Empathically) Workshops
Aim: To compare Communication workshops duration

<table>
<thead>
<tr>
<th>CARE One-day workshop (8 hours)</th>
<th>CARE Express workshop (2 hours)</th>
</tr>
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<tbody>
<tr>
<td>Evidence based theory + experiential role play opportunity</td>
<td>Evidence based theory + critique of clinical video scenarios (2 hours)</td>
</tr>
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</table>

Emotions explored in both workshops: Anxiety, Distress, Anger, Depression
**Method/Measures**

<table>
<thead>
<tr>
<th>Method</th>
<th>Measures</th>
</tr>
</thead>
</table>
| Participants from allied health, nursing and medical were randomised into one of three groups:  
  - Control n=50 (did not receive education)  
  - CARE One-Day n=49  
  - CARE Express n=48  |  - Perceived skills and confidence by self-report (1-5 likert scale)  
  - Physician Belief Scale  |
| Participants: N=147, Six months of workshops  
  - Eight CARE Express workshops  
  - Seven CARE One Day workshops  |  - Clinical vignette  |
| Majority were from allied health and nursing  
  87% female  |  - T3 3-month post training  |

**Data analysis:**
- Descriptive - mean and standard deviation. Normal distribution - Shapiro-Wilk
- Confidence - McNemar’s
- PBS - Krusal-Wallis test and Dunn’s post hoc test
- Clinical Vignette - t-test/Mann-Whitney; Kruskal-Wallis and Dunn’s post hoc test
Confidence in identifying/responding to emotions for the three groups over time

<table>
<thead>
<tr>
<th>Identifying emotions</th>
<th>Score ≥4</th>
<th>Control</th>
<th>Express</th>
<th>One Day</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>T1</td>
<td>T3</td>
<td>p</td>
<td>T1</td>
</tr>
<tr>
<td>Anxiety</td>
<td>80%</td>
<td>76%</td>
<td>0.61</td>
<td>58.7%</td>
</tr>
<tr>
<td>Distress</td>
<td>76%</td>
<td>76.6%</td>
<td>1</td>
<td>60.9%</td>
</tr>
<tr>
<td>Anger</td>
<td>84%</td>
<td>74.5%</td>
<td>0.38</td>
<td>69.6%</td>
</tr>
<tr>
<td>Depression</td>
<td>52%</td>
<td>48.9%</td>
<td>1</td>
<td>34.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Responding to emotions</th>
<th>Score ≥4</th>
<th>Control</th>
<th>Express</th>
<th>One Day</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>T1</td>
<td>T3</td>
<td>p</td>
<td>T1</td>
</tr>
<tr>
<td>Anxiety</td>
<td>48%</td>
<td>51.1%</td>
<td>0.8</td>
<td>41.3%</td>
</tr>
<tr>
<td>Distress</td>
<td>50%</td>
<td>46.8%</td>
<td>0.79</td>
<td>39.1%</td>
</tr>
<tr>
<td>Anger</td>
<td>38%</td>
<td>36.2%</td>
<td>1</td>
<td>28.3%</td>
</tr>
<tr>
<td>Depression</td>
<td>28%</td>
<td>34%</td>
<td>1</td>
<td>26.1%</td>
</tr>
</tbody>
</table>
Physician Belief Scale changes over time- comparison between group

**Control Group**

No significant difference in participant belief score between pre and 3-month

**CARE Express and CARE One-Day**

The score was significantly higher pre than at 3-month for the CARE Express group (p<.001) and CARE group (p<.001)

Demonstrating an increase in psychosocial focus from baseline to three months post training for both intervention groups

<table>
<thead>
<tr>
<th>Group</th>
<th>Baseline mean (SD)</th>
<th>3-month follow-up mean (SD)</th>
<th>Change Score from T1 to T3 mean (SD)</th>
<th>P-value*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control (50)</td>
<td>5.56 (3.78)</td>
<td>5.62 (4.00)</td>
<td>-0.02 (2.41)</td>
<td>0.95</td>
</tr>
<tr>
<td>Express (48)</td>
<td>6.35 (3.62)</td>
<td>4.25 (2.47)</td>
<td>-1.95 (3.30)</td>
<td>&lt;.001</td>
</tr>
<tr>
<td>One Day (49)</td>
<td>6.14 (3.89)</td>
<td>3.48 (2.35)</td>
<td>-2.36 (3.47)</td>
<td>&lt;.001</td>
</tr>
</tbody>
</table>

*p-value from statistical test on change score between T1 and T3 for each group (t-test and Mann-Whitney test)
Results - Clinical vignette
Three themes

Pragmatic:
symptom management, Gina, questioning, directive, practical/information, referral practical

Initiating:
referral-emotional, Pollyanna principle

Acknowledging:
offer support, encouragement, exploratory, non-verbal cues, facilitative, validation, empathic

Meet Sonya
Sonya is a 45-year-old single woman with a diagnosis of head and neck cancer. She has recently completed her chemotherapy and radiation and is attending her outpatient appointment today. Sonya has little eye-contact and is visibly teary. When asked how things are going she responds, “I’ve had enough, I can hardly even swallow, let alone eat… I don’t know why I bothered even having this treatment”

List, in order, five (5) things you would say to Sonya in your role as a health professional
Results - Clinical vignette

**Control Group**
- unchanged from pre to 3 months post training

**CARE Express**
- pragmatic response from pre to 3 months post training
- acknowledging statements from pre to 3 months post training

**CARE One-Day**
- pragmatic response from pre to 3 months post training
- acknowledging statements from pre to 3 months post training
Discussion/Conclusion

No training = no change to communication skills

CARE Express (2 hours) or CARE One-day
- an increase in staff confidence
- an increase in acknowledging behaviours
- an increase focus on psycho-social care

Maintained at 3 months suggests that people may use these techniques in clinical practice
CARE (Communicating Actively, Responding Empathically) Workshops