

ELNEC COVID-19 Communication Resource Guide

Using the Video Vignettes for Teaching

The video vignettes may be used for learners to consider communication skills in various learning environments. This includes just in time learning for nurses on the floor or in the community, nurses in academic programs, and nurses providing continuing education.

Purpose of Communication Vignettes

To role-model effective nursing communication between patients, families, and colleagues.

Purpose of the Discussion Group

To enable the learner to identify with the participants in the video vignette and reflect upon one's own health care communication.

To promote more confident and effective communication skills.

Actions

1. Plan for at least 30 minutes to view a video and have a discussion.
2. Choose a video.
3. Send the learning group the accompanying *ELNEC COVID-19 Communication Resource Guide*.
4. When together in a group – virtually or in a social distanced setting - show the video.
5. Follow the discussion guide below.

I. Introduction

- State the goal of the discussion group to consider one's own communication and strategies for more effective communication.
- Ask the learners what education they have received in communication skills in serious illness.
- Ask what can help nurses be more comfortable with communication.

II. Show the Video to Learners

III. Begin the Group Discussion with the Following Questions

- Have you been in this type of scenario or situation before?
- How confident were you in this situation?
- What are the challenges of a situation like this?
- What did you like about the exchange?
- What would you do differently?

Review the steps to (adapt to the different scenarios)

- Performing ACP
- Determining Goals of Care after a physician has talked to a family
- Determining Goals of Care with advanced illness

- Supporting a Colleague
- Helping Families Say Good-bye
- Performing a Death Call

IV. Conclusion

- Review the ELNEC COVID-19 Communication Resource Guide for that particular vignette.
- Review the ELNEC resources available online.

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Videos and Resource Guides

ELNEC COVID-19 Video Vignettes

- **Advance Care Planning**
 - Video – *Advance Care Planning and Information* - <https://www.youtube.com/watch?v=6VhPuwr-zMA&feature=youtu.be>
 - Resource Guide – *Advance Care Planning in the Acute Setting and in the Community* **FILL IN URL HERE**
- **Goals of Care**
 - Video - *Goals of Care after Physician Discussion (RN)* - **FILL IN URL HERE**
 - Video - *Determining Goals of Care with Advanced Illness (APRN)*
<https://www.youtube.com/watch?v=K4bNID9SvoU&feature=youtu.be>
 - Resource Guide - *Goals of Care – in the Acute Care Setting* **FILL IN URL HERE**
- **Supporting a New Nurse Graduate Colleague**
 - Video - *Supporting a New Nurse Graduate Colleague* <https://www.youtube.com/watch?v=u9WdW-TxxxQ&feature=youtu.be>
 - Resource guide - *Supporting a New Nurse Graduate Colleague*
<https://www.aacnnursing.org/Portals/42/ELNEC/PDF/ELNEC-SUPPORTING-A-NEW-GRADUATE.pdf>
- **Helping Families Say Good-bye Virtually**
 - Video - *Helping Families Say Good-bye Virtually* <https://www.youtube.com/watch?v=6VhPuwr-zMA&feature=youtu.be>
 - Resource Guide - *Helping Families Say Good-bye Virtually* **FILL IN URL HERE**
- **APRN Death Notification Call**
 - Video – *APRN Death Notification Call* - <https://youtu.be/Kzqb7xq3W7A>
 - Resource Guide - *APRN Death Notification Call During COVID-19*
<https://www.aacnnursing.org/Portals/42/ELNEC/PDF/APRN-Death-Notification-Resource-Guide.pdf>

ELNEC. (2020) **Communication Guide for Nurses and Others During COVID-19.**

<https://www.aacnnursing.org/Portals/42/ELNEC/PDF/ELNEC-Communication-Guide-During-COVID-19.pdf>

ELNEC COVID-19 Resources

ELNEC COVID-19 Symptoms by Judy Paice PhD, RN, OCNS, FAAN

<https://www.aacnnursing.org/ELNEC/COVID-19>

ELNEC COVID-19 Final Hours of Life for COVID-19 by Polly Mazanec PhD, ACNP-C, AOCN, ACHPN, FPCN, FAAN

<https://www.aacnnursing.org/ELNEC/COVID-19>

ELNEC COVID-19 Primary Palliative Care Amidst a Disaster by Polly Mazanec PhD, ACNP-C, AOCN, ACHPN, FPCN, FAAN

<https://www.aacnnursing.org/ELNEC/COVID-19>

ELNEC COVID-19 Pediatric: Assisting Children Whose Family Member is Sick or Dying of COVID-19 by Cheryl Ann Thaxton DNP, RN, CPNP, FNP-BC, CHPPN, ACHPN, FPCN

<https://www.aacnnursing.org/ELNEC/COVID-19>

Other COVID-19 Resources Helpful in Nursing Care and Communication

Ariadne Labs. Serious Illness Care Program COVID-19 Response Toolkit

<https://covid19.ariadnelabs.org/serious-illness-care-program-covid-19-response-toolkit/>

Hospice and Palliative Nurses Association. Primary HPNA Primary Palliative Nursing for Patients with COVID-19

https://advancingexpertcare.org/HPNAweb/Education/COVID19_PrimaryPalliativeNursing.aspx

VitalTalk Playbook

<https://www.vitaltalk.org/guides/covid-19-communication-skills/>