

# Building Connections:

## Caregivers of Children with Medical Complexity Facilitating Communication Training with Pediatric Residents

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### BACKGROUND

- Children with medical complexity (CMC) account for 37% of all pediatric hospitalizations
  - As **pediatric residents (PR)** are trained primarily at a pediatric tertiary care centre, a third of their patients are CMC

### THE PROBLEM

- Studies have shown **PR**'s mean self-entrustment was at or below 'somewhat confident' for all clinical activities in complex care
  - Physician lack of confidence is a known driver of disability-based discrimination
- Interactions with health care providers contribute to caregivers of CMC's experience of medical traumatic stress

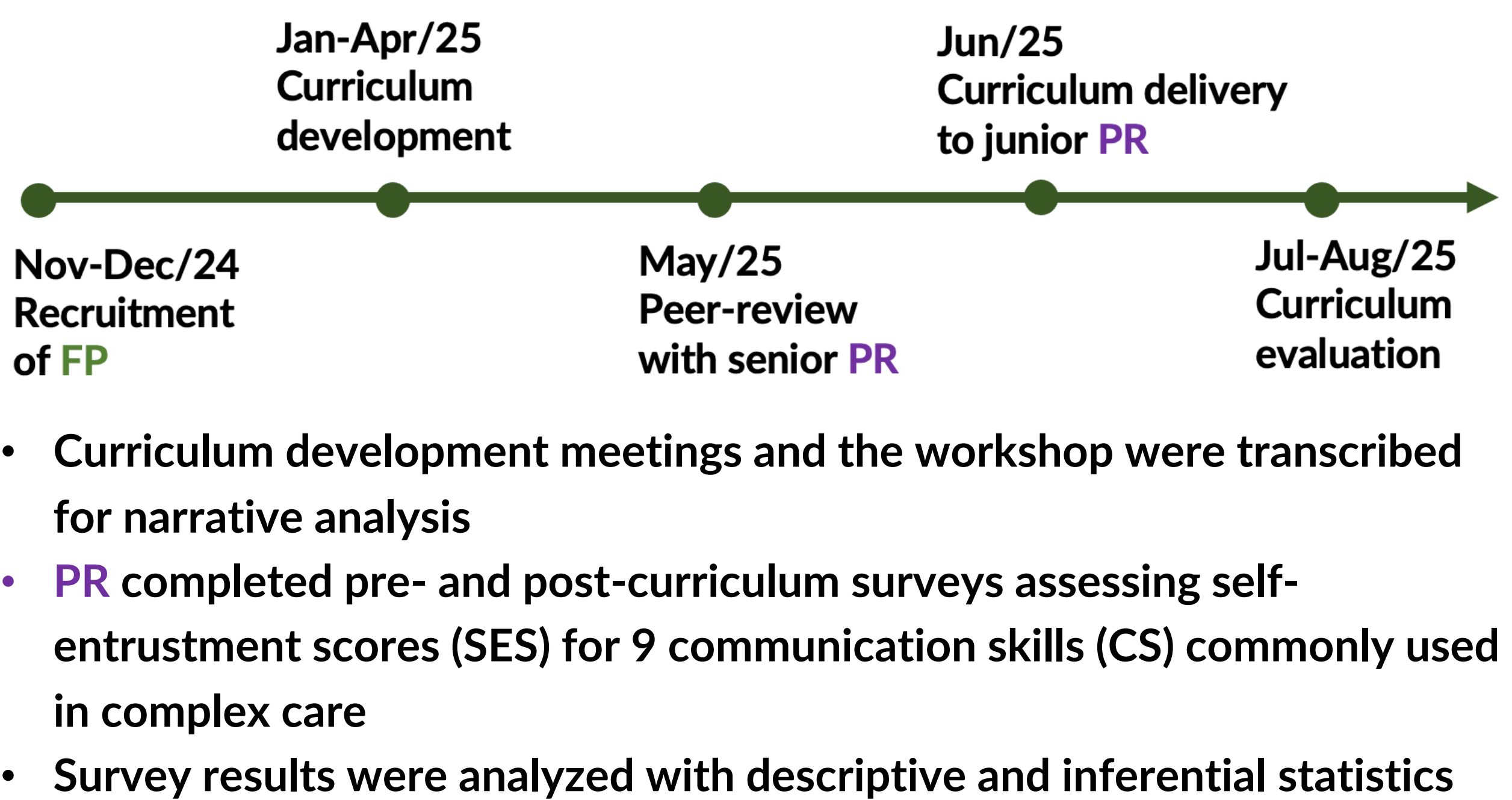
### PROPOSED SOLUTION

- Collaborate with caregivers of CMC (**family partners; FP**) to design a communication skills curriculum for **PR**

### OBJECTIVES

To enhance first- and second-year **PR**'s confidence in communicating effectively with CMC and their families

### METHODS



### RESULTS

- Of 38 eligible **PR**, 26 (68%) attended the workshop
- 28 (74%) completed the pre-workshop survey, 23 (61%) the post-workshop survey, and 19 (50%) both

“You may see thousands of kids with this diagnosis, but to me as a parent, there is only one”



### ACKNOWLEDGEMENTS

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### FUNDING

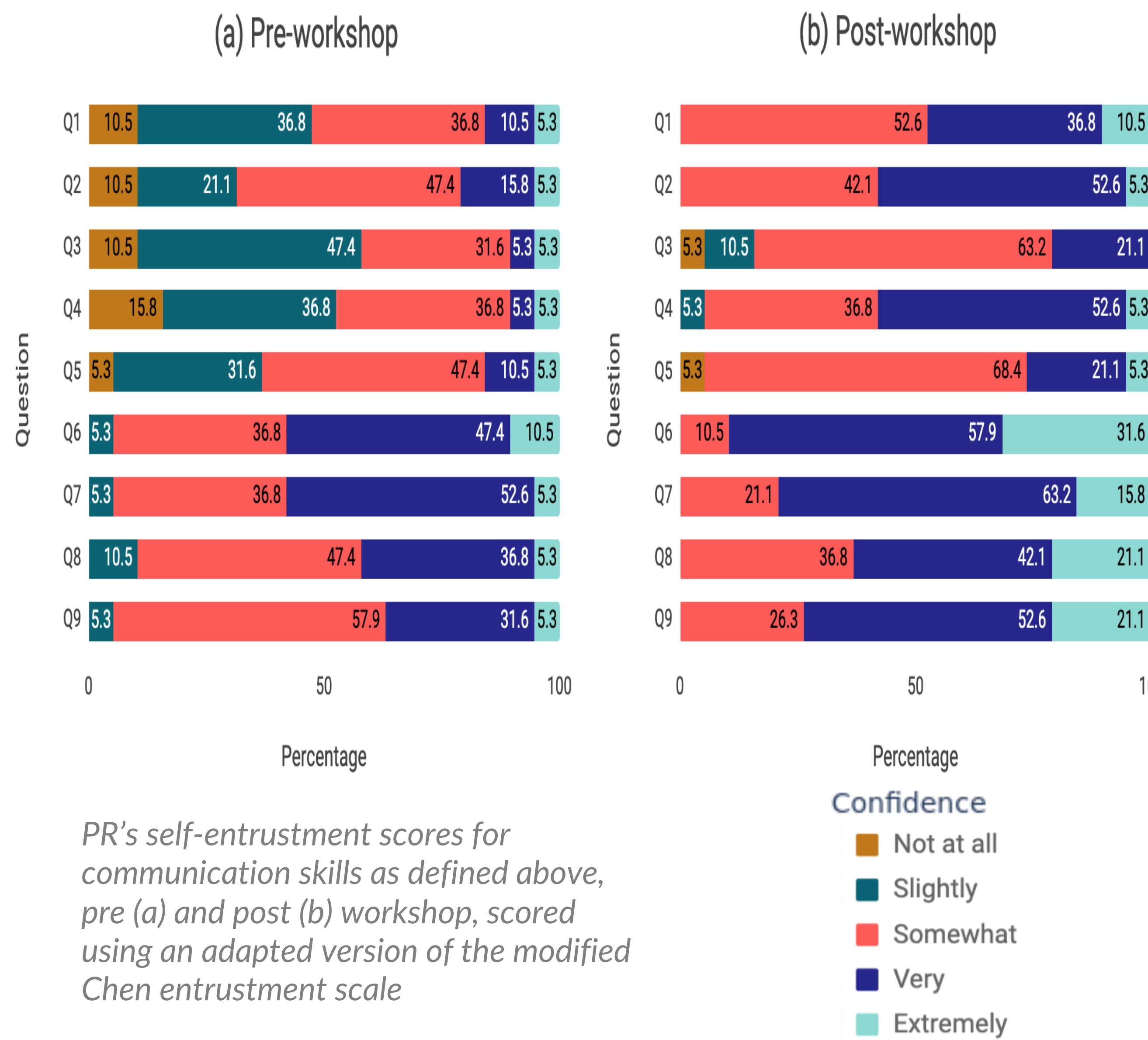
BC Children's Hospital Research Institute Trainee Knowledge Exchange Grant, UBC Pediatric Resident Research Mini Grant, Resident Doctors of BC Innovation Fund, UBC Thriving Kids Research Excellence Cluster Grant

### RESULTS

- Communication Skills (CS) assessed in surveys:

*\*Significant difference pre- and post-workshop*

- Communicating a suspected diagnosis\*
- Formally disclosing a diagnosis\*
- Discussing potential implications of a diagnosis on future health\*
- Disclosing a diagnosis using a strengths-based approach\*
- Discussing expected course of growth and development using a strengths-based approach
- Exploring caregiver perspectives\*
- Sharing the medical team's perspective\*
- Addressing caregiver concerns\*
- Supporting the medical team in building trust and rapport with caregivers\*



- There was a significant increase in self-entrustment scores (SES) in 8 out of 9 CS with effect sizes that were moderate or approaching moderate
- In the post-workshop survey, 13 (57%) **PR** 'agreed' and 8 (35%) **PR** 'strongly agreed' that the workshop would influence how they communicate in the future

### CONCLUSION

- Participation in a communication skills workshop facilitated by **FP** led to significant improvement in **PR**'s self-entrustment levels
- Learning directly from children with medical complexity and their families should be foundational for all pediatric trainees

### KNOWLEDGE TRANSLATION

Preferred Language Guide for Healthcare Providers, created with **FP**  
<https://bit.ly/4oqBdUG>

