

A staff survey on family communication to aid the creation of a Family Liaison Practitioner role in Adult Critical Care

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Session outline



Reason for
creation of the
Family Liaison
Practitioner (FLP)
role



Survey
objectives, design
and results



How the survey
shaped the FLP
role



Progress so far



Background

- Effective communication between clinicians, patients and families is central to quality Critical Care (GPICS v2.1)
- Feedback from families has highlighted lack of continuity and consistency of communication
- Feedback from staff shows lack of confidence with family communication

Objectives



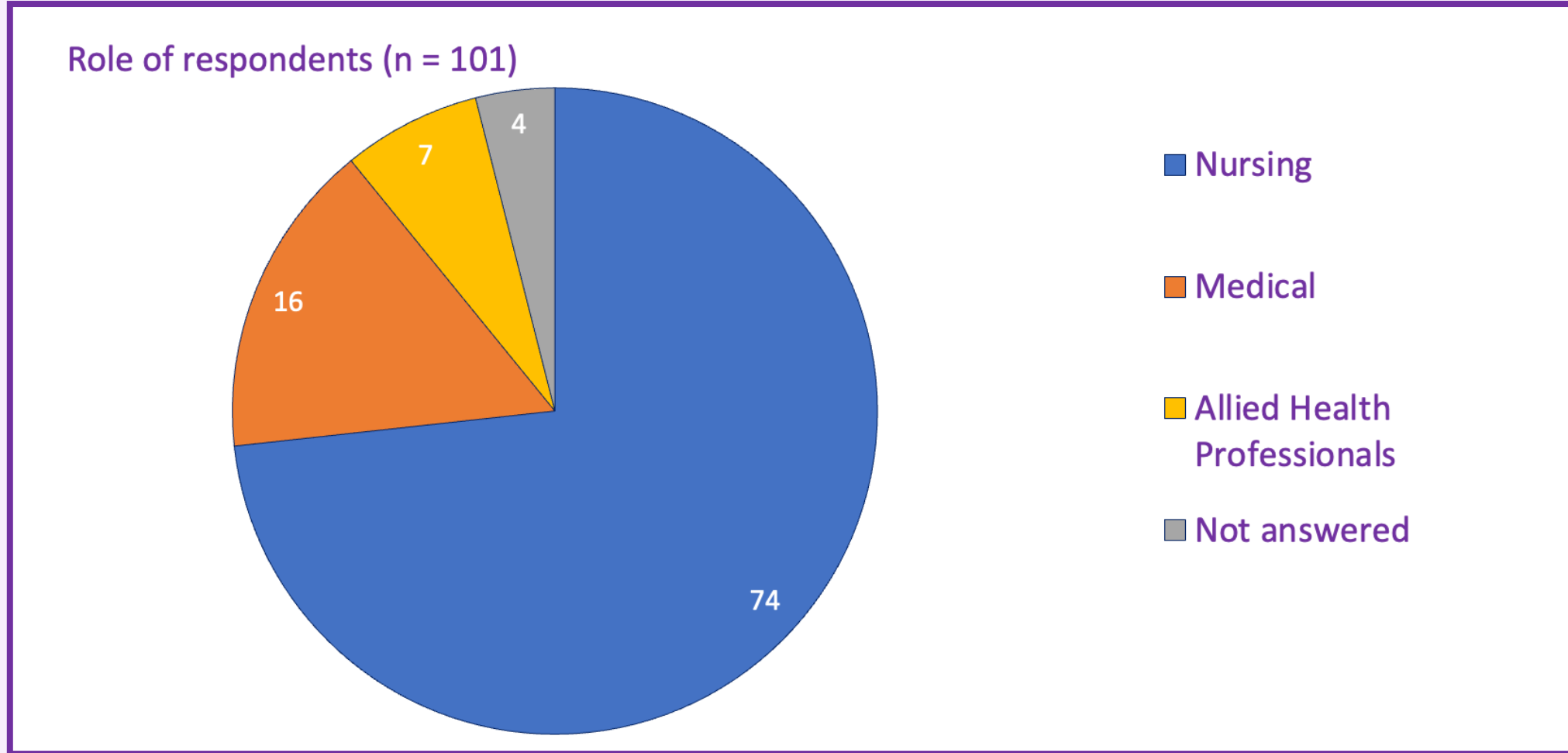
- The survey set out to establish the views of the Critical Care multidisciplinary team on how family communication impacts patients, families and staff
- The results were used to guide the development of a Family Liaison Practitioner (FLP) role, within Guy's and St. Thomas' (GSTT) adult Critical Care

Methods



- The survey was shared for one month via communication screens, QR codes, email and Teams
- The first part of the survey consisted of quantitative questions on participants' views on the impact of challenging communication
- The second part of the survey comprised a free-text question on how communication in Critical Care could be improved

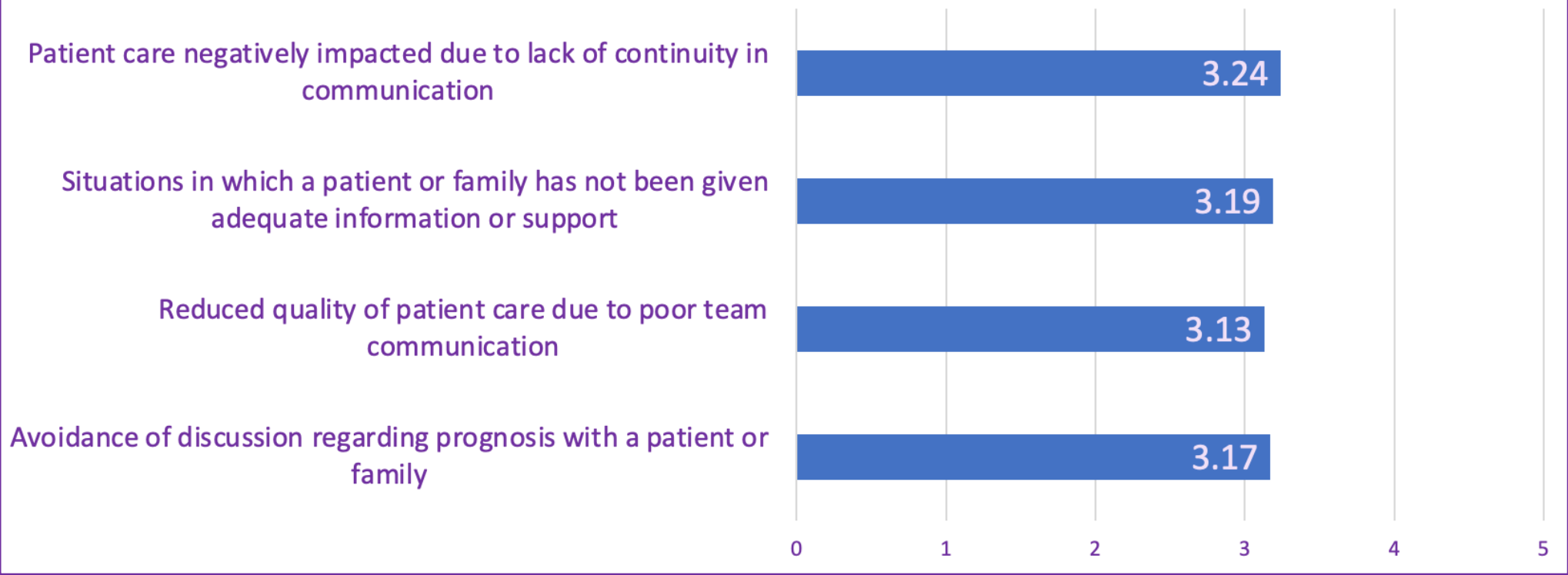
Results - who responded



Results - impact on patients and families

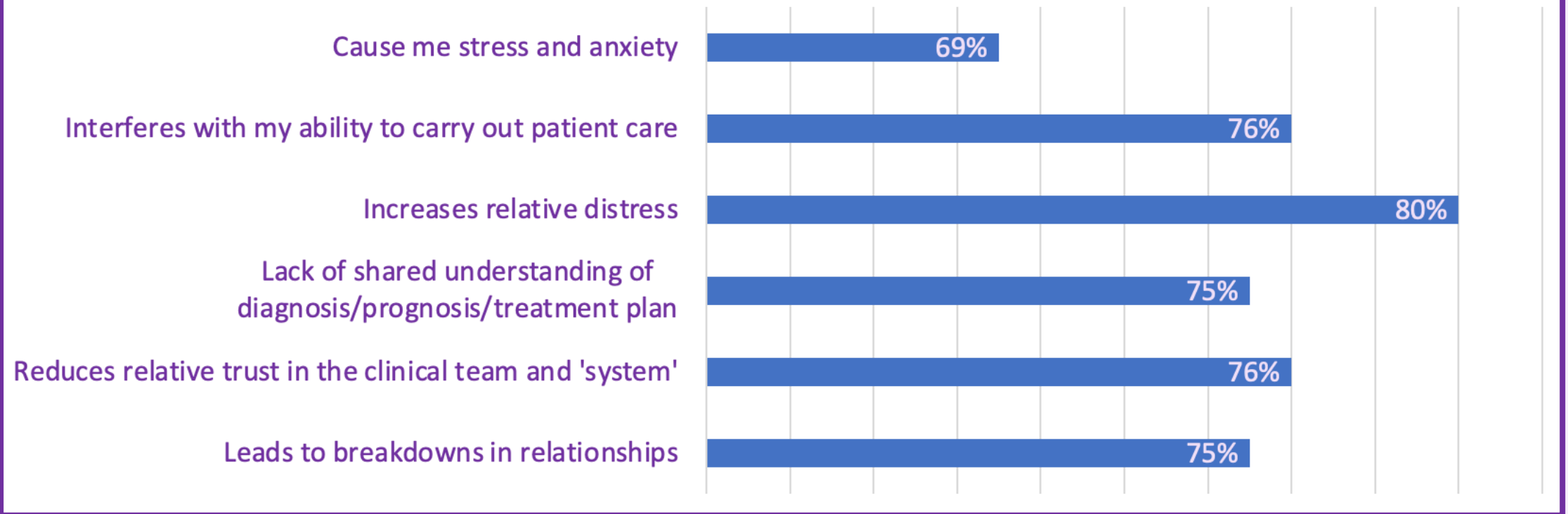
How often have you witnessed the following?

(1 = never; 5 = frequently) (n = 101)



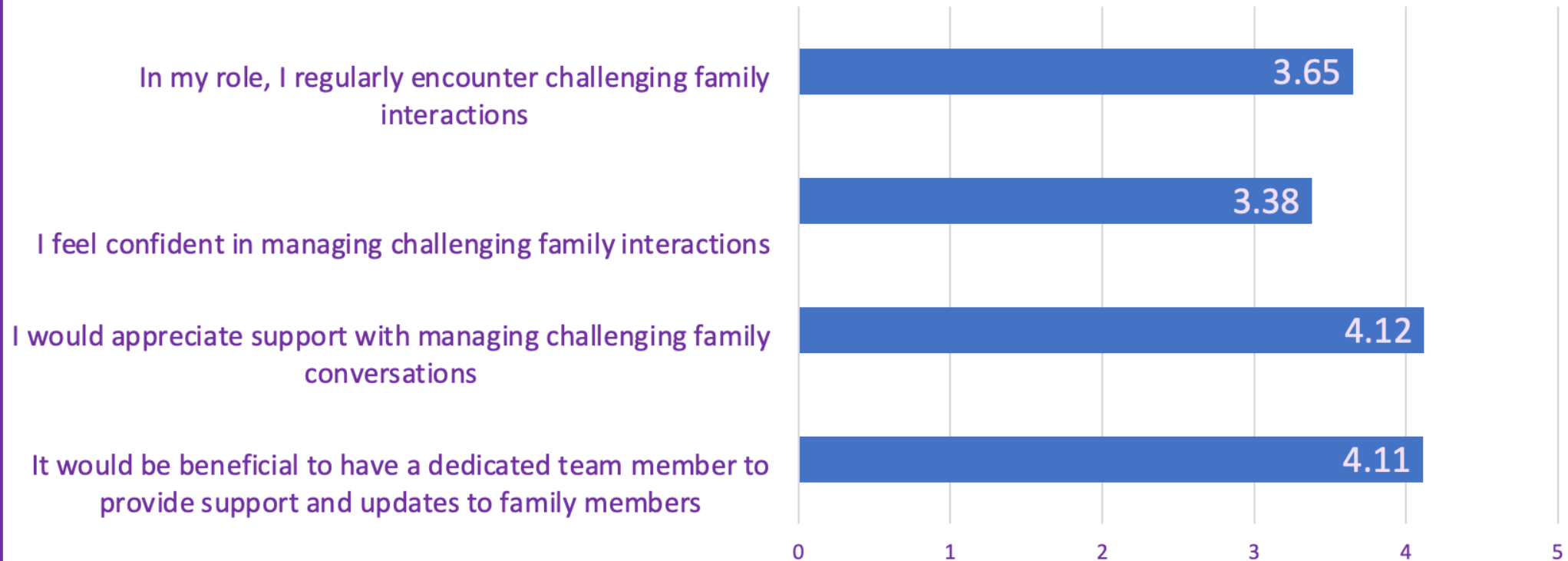
Results - impact of challenging communication

Consequences of challenging communication with families
(percentage of 101 respondents who selected each answer)



Results - support with challenging interactions

Please score your agreement with the following
(1 = strongly disagree; 5 = strongly agree) (n = 101)



Results – continuity and consistency



- Regular family communication from admission with continuity and consistency
- Clinicians often lack the time to provide families with the information and support they need, leading to communication gaps and inconsistent messaging
- Regular and clear information, preferably from a consistent point of contact, are crucial to building trust and reducing anxiety.

Results – training, documentation and guidelines

- Increased staff training for family communication, and protocols/guidelines relating to communication
- Accurate and detailed documentation of family discussions is essential for continuity of care and preventing misunderstandings
- Staff need training on how to effectively communicate with families, particularly when delivering bad news or managing challenging situations





Results – dedicated team

- Support and facilitation of family communication with designated facilitators
- The introduction of a dedicated team to handle family communication can bridge the gaps left by busy clinical staff, ensuring families receive timely and appropriate information

Results – collaboration and support



- Multidisciplinary approach to family communication with clear documentation
- Collaboration between medical, nursing, and therapy teams is necessary to provide comprehensive and consistent information to families
- There should be clear guidelines and swift action against abusive behaviour from families towards staff, ensuring a safe working environment

Conclusions from the survey



- The survey highlighted a strong preference for effective, consistent, and empathetic communication within adult Critical Care at GSTT
- The survey demonstrated the need for a dedicated support team, alongside improved training, protocols and documentation to enhance the experiences of families



Recommendations from the survey



- The development of a Family Liaison Practitioner role, as part of an 18-month pilot project, aimed to address the needs highlighted by the survey
- Repeating the survey after implementing the FLP role would evaluate the service and inform future development of the role

**What did we do and
how did it go?**

Creation of the FLP role

- Internal Charity funded 18-month secondment
- 2 current Critical Care band 7 nurses appointed, started July 2023



Guy's &
St Thomas'
Charity
&...

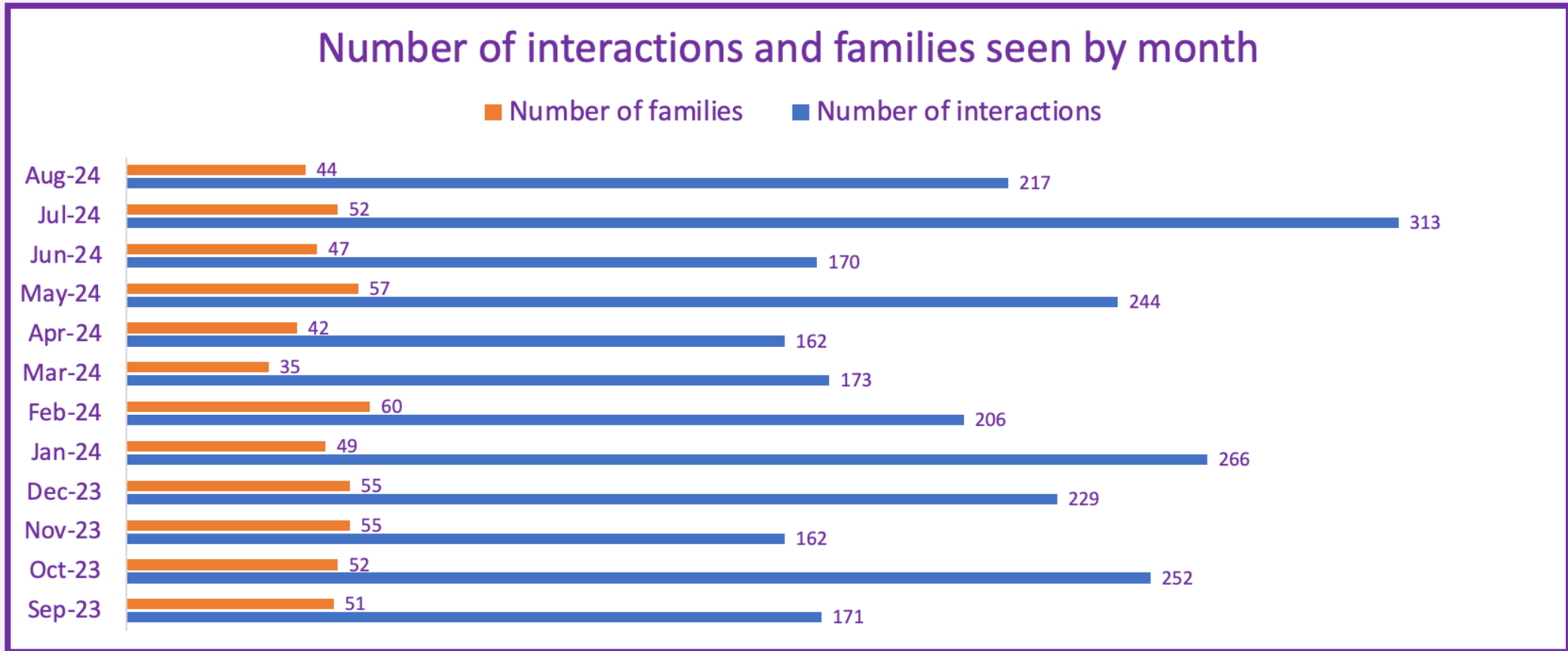
Purpose of the Family Liaison Practitioner role

Enhance holistic patient and family centred care by leading a positive change in culture towards communication

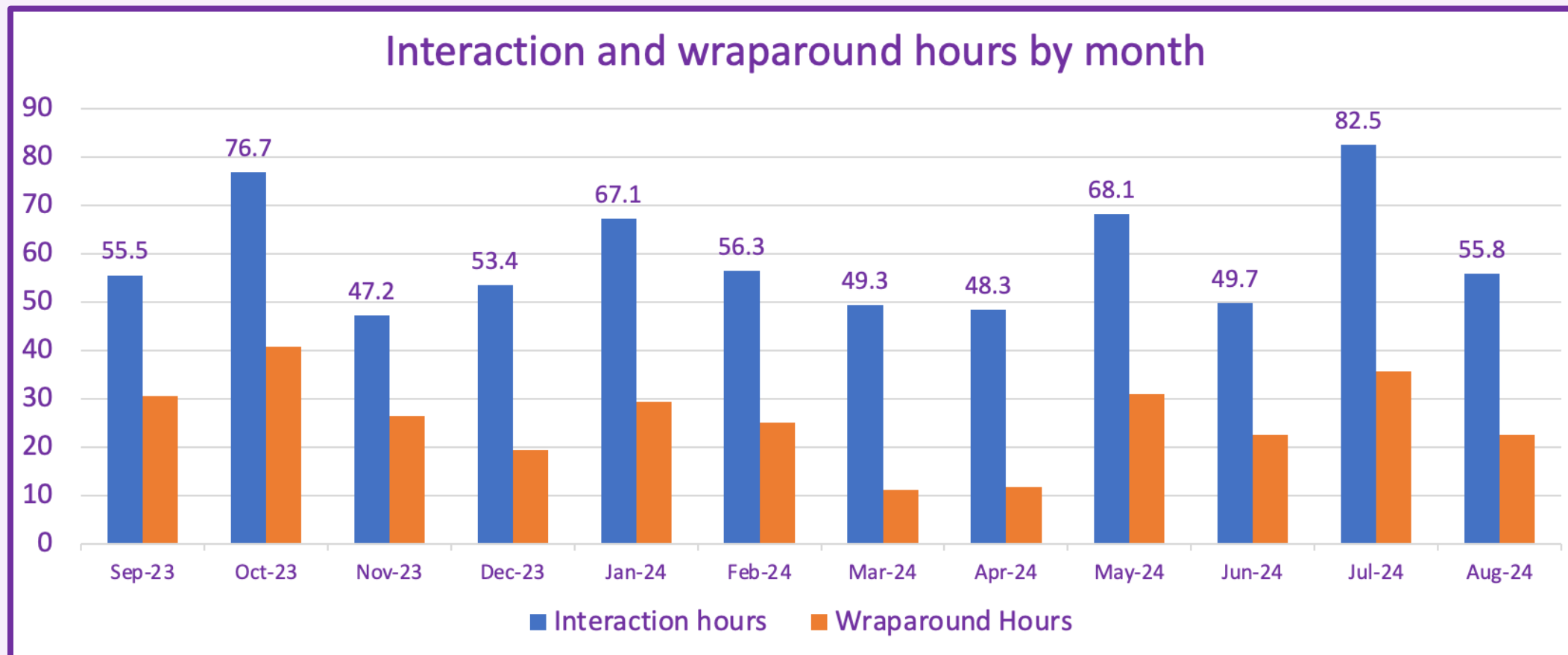
Family is defined as relatives, friends or loved ones



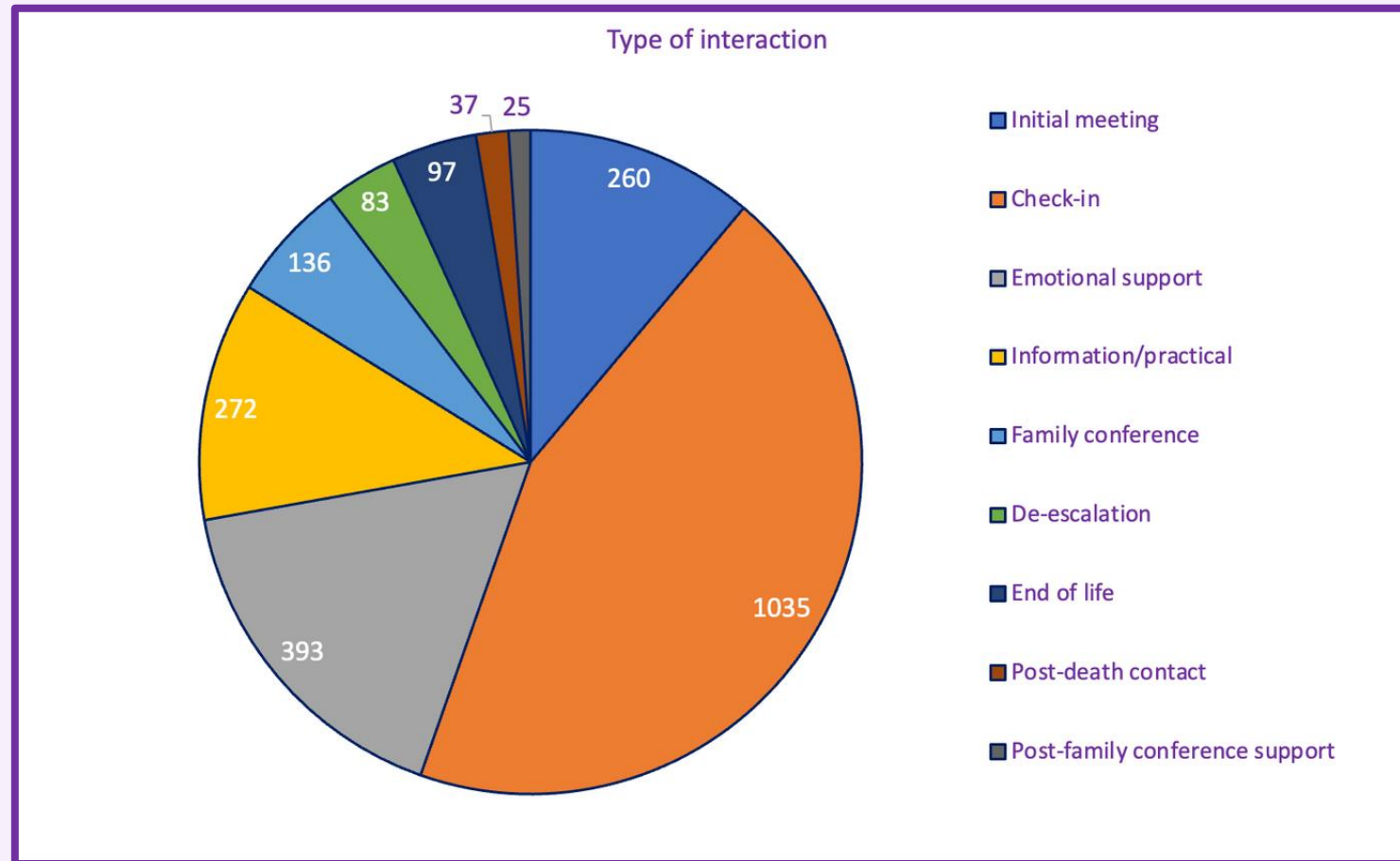
Activity – interactions and families seen



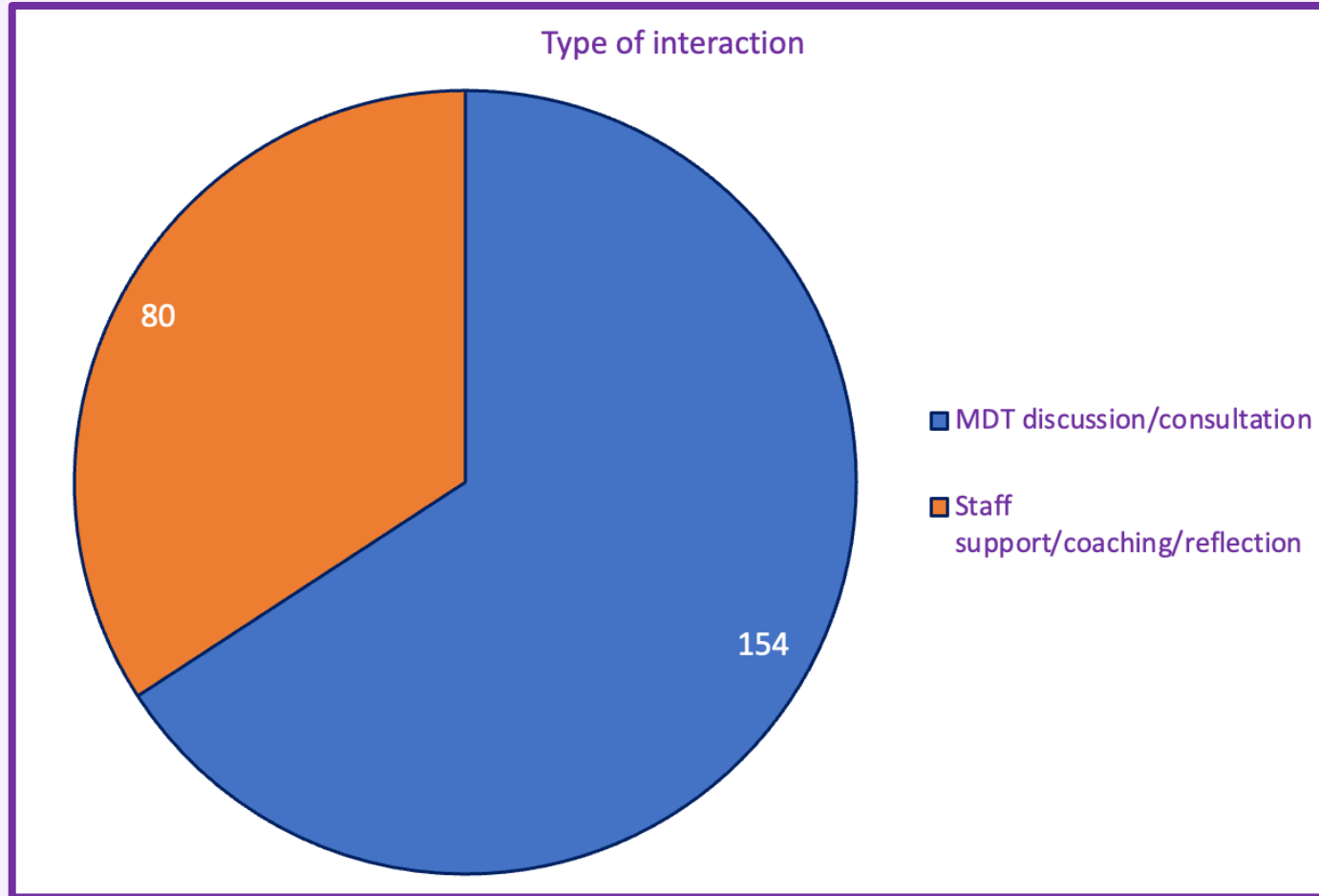
Activity – interaction and wraparound time



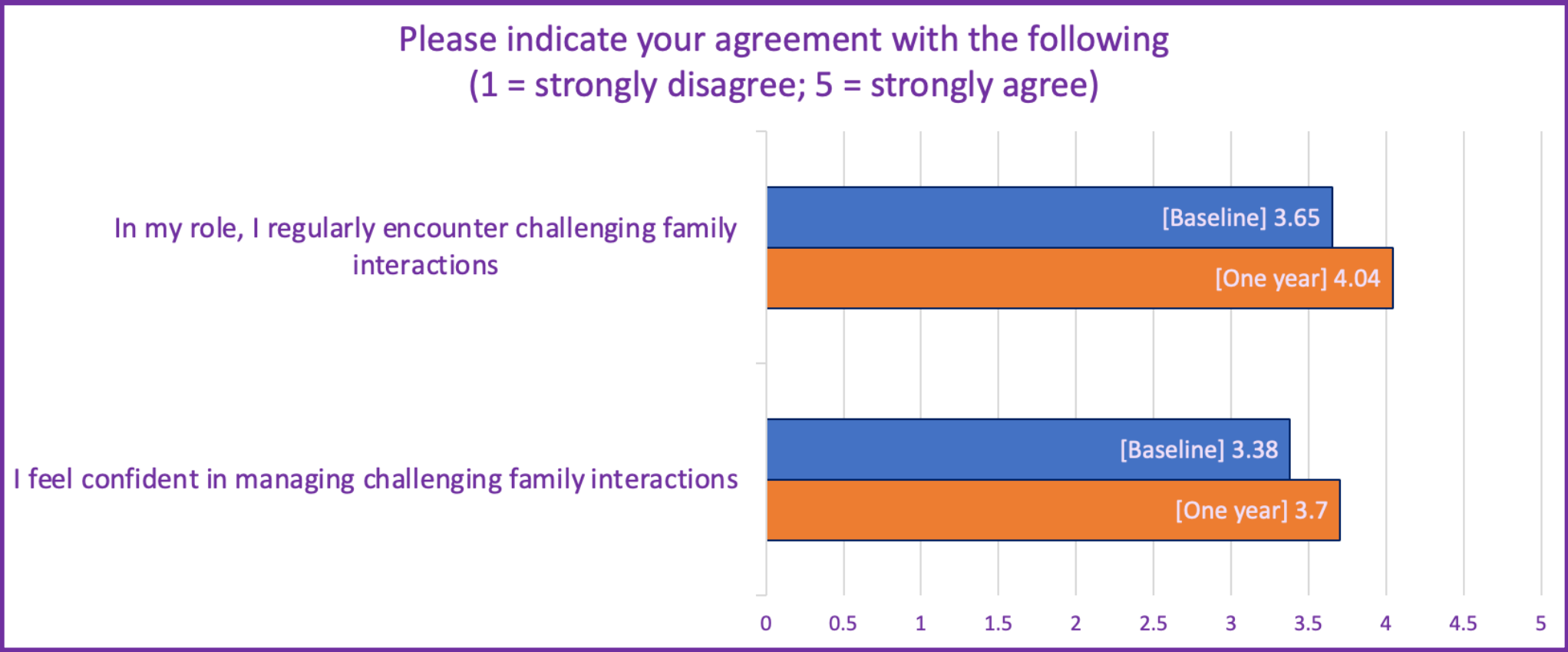
Activity – types of patient and family interaction



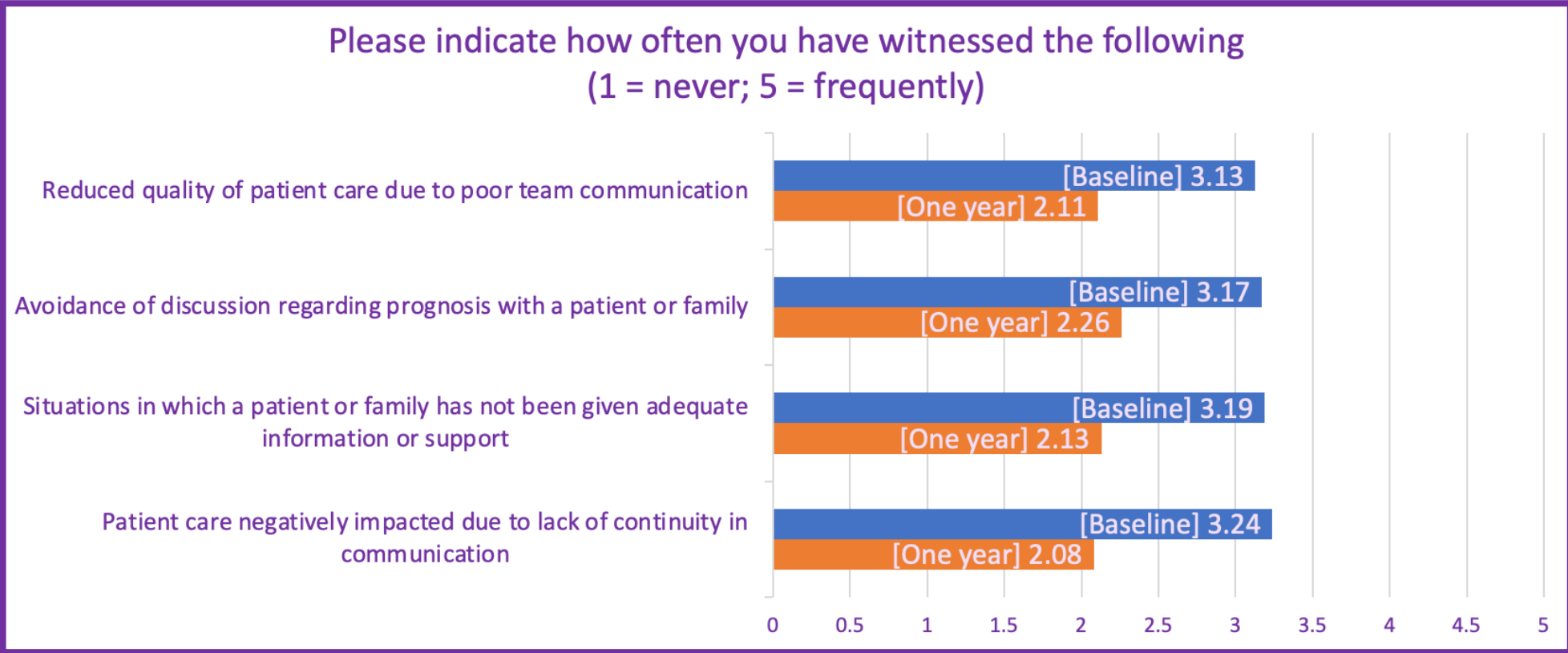
Activity – types of staff interaction



Comparison survey at 1 year



Comparison survey at 1 year



Staff feedback about the FLP role

“The introduction of this role has been a godsend. I used to have a lot of anxiety at the challenging family scenarios I would encounter, and often the NIC is limited in the support they can give due to other competing priorities

The role has eased staff stress & is a great consistent point of contact for family members when the nurses and medical team are changing daily

Even when they aren't directly involved, they are a great source of advice & sounding board for addressing different family queries”

Staff feedback after 1 year

With regards to the future of the FLP role, please indicate how much you agree or disagree with the following (n = 101)
(1 = strongly disagree; 5 = strongly agree)

I believe all families of patients in Critical Care should have access to support from the Family Liaison Practitioners

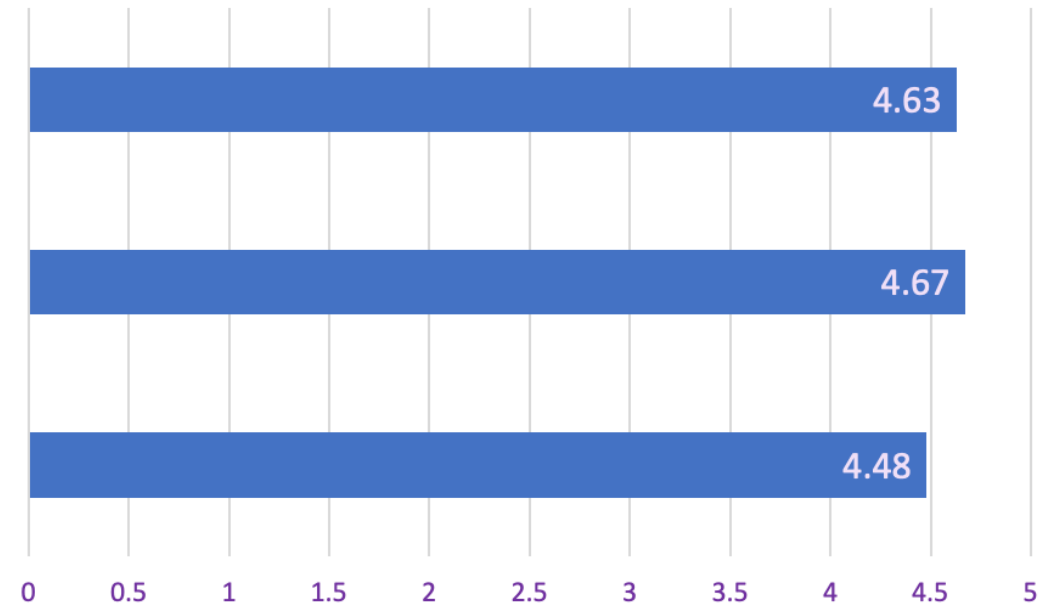
4.63

I would like to see the role continue

4.67

I would like to see the team expand

4.48



Next steps



Staff feedback

“Since the initiation of Family Liaison team, I feel more supported both as a bedside nurse and as a nurse in charge”

“I am so proud of this role within our trust and I hope it continues and expands for the best of our patients, families, staff and our team as a whole”