



Let's talk about end of life: a masterclass

mnda
motor neurone disease
association

Outcomes



Rationale for masterclass



Objectives and methods



Evaluation and outcomes

Rationale: why



Survey of health and social care professionals in 2016



Picker Institute report



Improving MND Care Survey

Expert facilitators

Professor Christina Faulk



Becky Whittaker



Dr Idris Baker



Masterclass learning objectives



Consider the benefits and challenges of opportunities to discuss EoL



Explore what happens as MND progresses and how patients might die

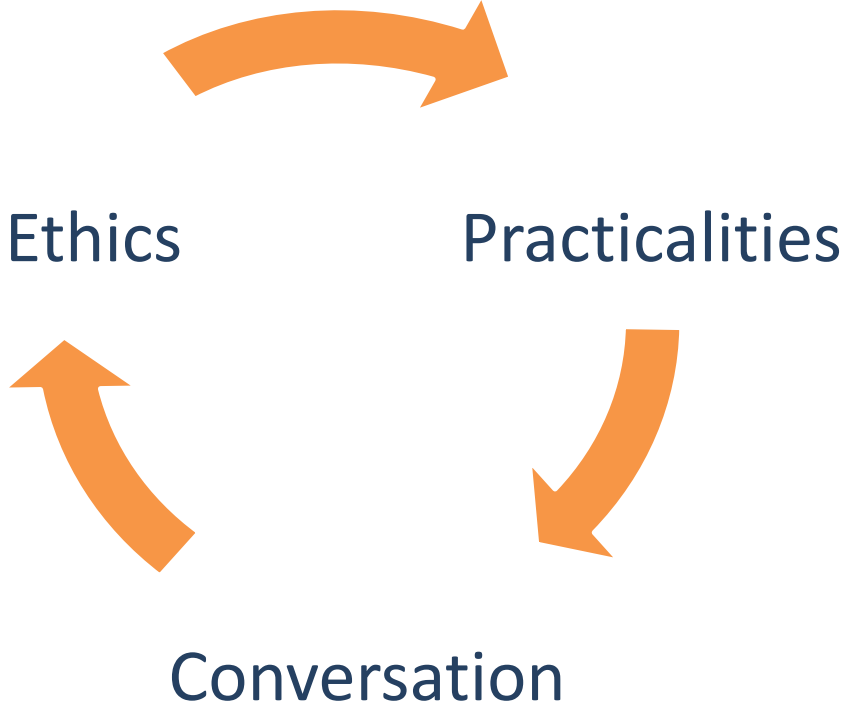


Increase confidence initiating conversations about end of life



Discuss advance care planning and resources to support this

The model



Six regional masterclasses



Challenges

Fear of
initiating the
conversation

What if
practitioner
doesn't have
the answers?

Managing
unrealistic
expectations



Conversation may
change professional
relationship

Doing more
damage

Pitching
conversation at
the right level

Patient/family
may not want
the discussion

Benefits

Build trusting,
therapeutic
relationship

A relief to
talk

Opportunity
for questions

Empowers
the person



Reassures person they
have a voice

Clarity for
professionals,
patients, carers

Reduce fear of
dying process

Helps with
planning ahead

Deterioration and dying



- Lecture style presentation of symptoms
- What to expect as the disease progresses

Ethics and advance care planning



Anecdotes, case studies, discussion



Reflection



Resources and tools

Real Talk



Engaging patients in end of life talk.

Techniques

Use of gaze

Use of silence

Working with differing
views

Reframing

Fishing questions

Active listening

Open questions

Continuers

Impact

- **94%** would recommend to a colleague
- **84%** rated as excellent or good
- **3** action points for practice

Professionals said

“Real conversations are messy, it’s helpful to analyse them.”

“Reassuring there are many ways to have effective, empathetic discussions.”

“Very interactive – helpful to hear perspectives of others.”

“Provides a ‘real’ way of learning and applying in the clinical world.”

Next steps

- Longitudinal follow-up.
- Impact on practice.
- Write up for publication.



Take home messages

- Know your audience.
- Offer pre-learning.
- Respond to the room.



Contact Details

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Real Talk website

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