AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

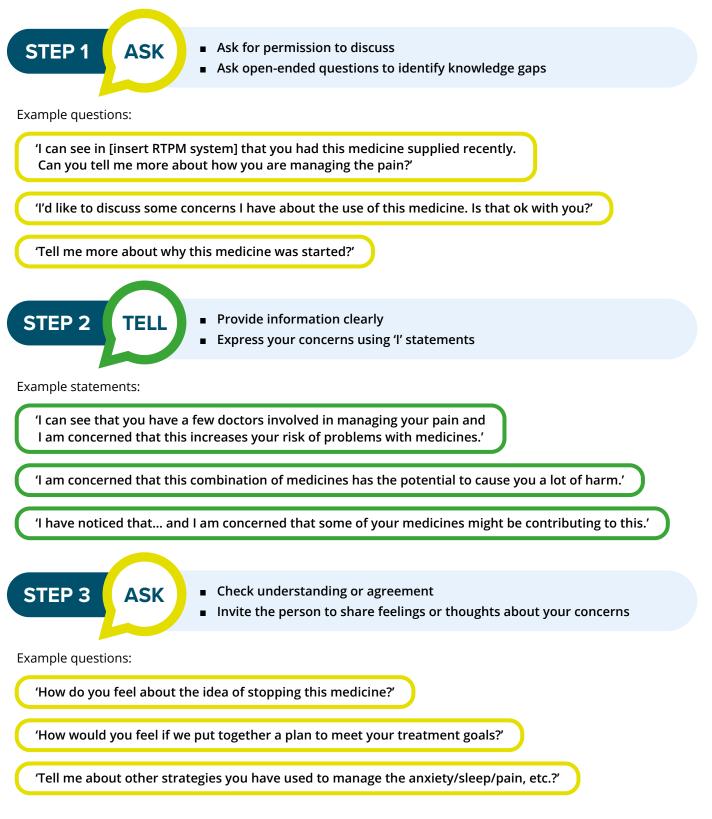
Real-time prescription monitoring: conversation guide

The use of real-time prescription monitoring (RTPM) may require prescribers and pharmacists to engage in conversations about monitored medicines with consumers and other clinicians. Good communication involves using key skills to engage in effective conversations and shared decision-making.

Elements of good communication PURPOSE CONTENT Explain reasons for a Focus on facts decision or concern Frame your discussion **Provide relevant** PLACE around concerns for information in a way the **AND TIME** person can understand it patient safety DELIVERY Ensure privacy Avoid stigmatising Speak in neutral language Minimise physical tone and volume barriers like a desk Remain respectful or store counter Be assertive Demonstrate empathy Key skills for effective conversations ACTIVE **MOTIVATIONAL EXPRESSING** LISTENING **INTERVIEWING** EMPATHY **O** – Open-ended questions N – Naming the emotion Pay full attention A – Affirmation **U** – Understanding the situation Positive body language R - Reflecting R – Respecting efforts Avoid interrupting S – Summarising **S** – Support during difficulties Repeat key phrases E – Exploring issues with curiosity **Request clarification**

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Conversation prompts



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Challenging scenarios

Good communication skills become increasingly important when there are signs of escalation. For example, challenging scenarios may arise when a clinical decision about the prescribing or supply of a monitored medicine does not align with the patient's expectation. Prescribers and pharmacists should attempt to recognise and manage conflict as early as possible.

Defusing conflict

- Notice and identify the conflict
- Listen actively without judgement

- Find common ground or a shared goal
- Respond with empathy
- Invite the other person to share their view
- Offer options or solutions to consider

Adapted from the **VitalTalk guide on conflicts**.

PRESCRIBER

'I do not believe it is safe or appropriate to prescribe the medication you are asking for because ...'

PHARMACIST

l understand your situation, however I cannot dispense this medicine because I am concerned ...'

If a situation threatens the immediate safety of any person; comply with any requests, then contact police, reporting bodies or other care providers when it is safe to do so.

Structured communication between clinicians

Strategies for effective communication can also be applied in clinician-clinician interactions. For example, pharmacists may be required to contact a prescriber for several reasons before dispensing monitored medicines. A structured communication tool such as ISBAR may be useful for clear and concise communication:

- I Introduction
- S Situation
- B Background
- A Assessment
- **R** Recommendation.

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Supporting resources

- RACGP guidelines: <u>Prescribing drugs of dependence</u> in general practice
- The Commission's <u>Communicating for safety</u> resource portal

More information



For more information on RTPM, please visit the **Commission's webpage**.