

1. Use the most effective communication training methods

Role play, self-reflection, observation, actual or simulated patients

2. Utilise excellent trainers

Deliver pathways of consistent education programs by trained staff

3. Consider your local needs and contexts

Know your hospital, patients and staff – where are the ‘hotspots’ of
end-of-life care need?

4. Pitch and engage with your executive team

Cross organisational change requires backup and support from leadership

5. Follow-up, feedback and supervision

Locally based trainers allow for skilled feedback and supervision at ward or unit
level

6. Be guided by frameworks or theories

These offer standardised models and language, and allow comparison and
evaluation across the hospital

¹Ammentorp J, Chiswell M, Martin P, (2022) Translating knowledge into practice for communication skills training for health care professionals, *Patient Education and Counseling*, In press, ISSN 0738-3991, <https://doi.org/10.1016/j.pec.2022.08.004>.

