Adaptation of the PEEER Model in Interprofessional Healthcare Communication

Dr. Pamela Mahan
Dr. Ann Hallock
Objectives

• Describe the importance of interprofessional healthcare communication.

• Define the five elements of the PEEER Model.

• Discuss examples of effective and ineffective communication.
Background Development

- Perceived need for improvement

- “Purposefully working together with each other as well as the patient and their caregivers.” (Welsh, 2013)
*PEEER Model

*Adapted with permission, D. Welsh, PhD, UK
Plain Language

How to Use this Skill

- Avoid medical jargon
- Teach back
- Slow down, speak clearly
- Repeat key points
Engagement

How to Use this Skill

• Provider to Patient
  • Provide records
  • Offer choices in care
  • Explain choices clearly
Engagement

How to Use this Skill

• Provider to Provider
  • Leader inclusiveness
  • Serve as liaison
  • Show compassion
  • Actively contribute to patient care
  • Ask questions

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Empathy

How to Use this Skill

• Allow expression emotions
• Express empathy
• Encourage narrative conversations
Empowerment

How to Use this Skill

• Build confidence
• Encourage participation
• Acknowledge values and beliefs
• Develop plans
Respect

How to Use this Skill

• Invite questions
• Respect roles
• Acknowledge experiences and knowledge of the team
Ineffective Team Communication

The PEEER® Model: Effective Healthcare Team-Patient Communications

- Plain Language
- Engagement
- Respect
- Empathy
- Empowerment

Providers, Patients, Care Givers

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Ineffective Team Communication
Ineffective Communication: Discussion

1. Give examples of ineffective communication from video.

2. Why do they not demonstrate the PEEER model?
Effective Team Communication

The PEEER® Model: Effective Healthcare Team-Patient Communications

Plain Language
Engagement
Respect
Empathy
Empowerment

Provider
Provider
Provider
Provider

Patient
Care Givers
Effective Team Communication

“EACH OF YOU HAS BEEN GIVEN A SIMPLE, YET POWERFUL TOOL....”
Thank You!!

Questions