

Practicing conversations in pairs



In a real situation there are often more participants. Here it is you and your partner who have the conversation – one in the role as patient/user/family member, and the other as a health care worker (HCW).

Photo: Andrea de Martin/Mostphotos

"Imagine the event involved your wife, children, mother, father, or yourself....
Imagine the conversation you would like to have with the doctor and the team, and if necessary, management."

Jannicke Mellin-Olsen (1957-2025)
anesthesiologist and board member
Patient Safety Movement

Learning objectives

– practice conversations

1. Acknowledge that an unfortunate event has occurred.
2. Determine whether the case calls for an expression of regret and/or apology
3. Show empathy and acknowledge (validate) reactions.
4. Express regret and/or apologize in a way that feels genuine and sincere.
5. Give the patient/family time to process what is said.
6. Invite them to give feedback (then and there, or later), so that services can be improved.

Check the memory card "Caring for patients, users, and families" for the distinction between expressing regret and conveying a sincere apology.

Procedure

– steps in the simulation training

1. Choose a case and determine roles. Use your imagination and fill in the case so it is meaningful for you.
 2. The patient/family member/HCW specified says the opening line.
 3. HCW leads a conversation in line with the learning objectives.
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4. The HCW shares their reflections on the conversation.
 5. The patient reports back with the learning objectives in mind
 - what worked well
 - what they would like more of.
 6. If time permits, have another round of the conversation.
 7. Switch roles and go through the case again, or choose a new one.