Using Key Words at Key Times

Planning Communication as a Comfort Measure
Disclosures

- No conflicts of interest to report
Objective:

- In this concurrent session the learner will explain the use of identified key words at key times to communicate under stressful conditions.
Introduction

- What do you know about using Key Words at Key Time?
- Scaffolding
KWKT - What is it

- 30 minute training
- Communication with a purpose: comfort
- Connects the dots: What we do & how it benefits
- Empowers professionals, calms families
- Positive approach, contagious
- Culture change can support VA as employer of choice
Bereaved Family Survey Questions
Predictive Questions

- How often were the doctors and other staff who took care of [Veteran] kind, caring and respectful?
- How often do you think [his/her] personal care needs- such as bathing, dressing, and eating meals- were taken care of?
BFS question #3: ...treated us with kindness, caring & respect

- Show respect by knocking on the door and asking permission to enter the veteran’s room.
- Washing your hands: I’m washing my hands to keep you safe from infection
- Greeting veteran and family using their preferred names shows respect.
BFS question #6: Personal care needs

- Nurse assistant care
- Make it look easy
- **Putting the person before the task**
- Bathing
- Dressing
- Choice in care
How does stress affect memory?

- Veterans & families may not **hear** what we say
- May not **remember** what we say
- May not **believe or trust** what we say
- May **worry** whether the right hand knows what the left hand is doing.
How can we help stressed-out families remember what we did?

- **Repetition** of key words
- A technique called using *Key Words at Key Times* (KWAKT)
- If they know we have experience & work as a team, it will **build their trust**.
- If they know what we are doing and how it will help them, it will **build their confidence in us**.
- KWAKT is a **comfort** measure.
Examples

- Hi, I’m Linda, your nurse.
- I have assigned Jane the NA for your personal care.
- Jane has 10 years of experience here at the CLC.
- You’ll be in good hands with Jane.
Examples

• Hi, I’m Jane, your Nursing Assistant
• I will be the person who helps you with your **personal care**: bathing, dressing, and so forth.
• Do you have any **personal care** needs today?
More examples

- Hi, I’m Jane, your Nursing Assistant.
- Your nurse Linda tells me your care plan includes scheduling your bath on Mondays, Wednesdays, and Fridays. I like working with Linda, she has been a nurse for over 20 years.
More examples

- Your skin is too fragile for a daily bath, so this schedule will help us all protect your skin.

- I’m here 5 days a week to help you with your personal care, so if you need a little freshening up between your scheduled baths, I can do that too.
More examples

- Mr. Smith, I’ll be off the next 2 days. Joe is the NA who will be doing your personal care when I’m off. Joe’s great—he’s been here for 5 years. You’ll be in good hands with Joe.
Hi Mr. Smith, I’m Joe, your Nursing Assistant for the weekend.

I’m here for your personal care. Jane tells me you like personal care before breakfast. Is now a good time?

I’ll start by washing my hands, for your safety.
How can NAs use KWAKT?

- What are some situations where you can use this?
- What words can you use to build trust?
- What words can you use to build confidence in the team?
How can KWAKT improve quality survey scores?

What words can you use to help people remember:

- Your kindness, caring, & respect?
- How often you took time to listen?
- Your emotional support?
- You gave safe care that respected their wishes?
- Your great personal care?
Some ideas from others

- *I’ll close the curtain to RESPECT your privacy.*
- *While washing hands: I’m washing my hands because we CARE about your safety.*
- *I’m almost finished with your PERSONAL CARE. Is there anything else you need? I have some TIME to LISTEN to you now.*
The Role of the NA in QI

- NAs spend the most time with veterans & families.
- Using KWAKT helps them connect the dots between what we do & why we do it.
The Role of the NA in QI

- Using KWAKT can help them feel well cared for.
- All of this will reward us with fair & accurate quality surveys (our report cards).
- What you say & do matters!
- You make the difference. Thank you!!!!!
How to keep it going?

- Staff nurse -KWKT training
- Staff would encourage other staff to use KWKT to comfort families
- Staff would encourage each other when they used KWKT
- Orientate new staff in KWKT
Other ideas

- Engage leadership, supervisors
- Enlist Nursing Education to provide training
- Share laminated cards
- Plan quarterly activity
- Embed in new employee orientation
- Make it fun
Also

- Give people credit for what they do well
- Coach staff on
- Invite discussion of examples of good communication
- Go to the Bedside to model best practices
- Offer to all staff
- It's contagious
Outcomes

- Pamphlets on all the types of personal care available to veterans
- Bereaved Family score went up after implementation of KWKT
- Expanded KWKT to all of Long Term Care Units
Objectives

- In this concurrent session the learner will explain the use of identified key words at key times to communicate under stressful conditions.
Thank you

- Questions?
1. During last month of life, how often did we take time to listen? (ALWAYS)

2. How often did we provide Veteran the medication and medical treatment that you and Veteran wanted? (ALWAYS)

3. How often were we kind, caring and respectful? (ALWAYS)

4. How did we keep you and family informed about Veteran’s condition and treatment? (Always)

5. Did anyone alert you or your family when Veteran was about to die? (Yes)

6. How often do you think Veteran’s personal care needs- such as bathing, dressing, and eating meals- were taken care of as well as they should have been? (Always)

7. Did Veteran have pain or did he/she take medicine for pain?

8. [If YES] How often did Veteran’s pain make him/her uncomfortable? (Never)

9. In last month of life, did Veteran re-experience the stress and emotions that he/she had in combat?
10. How often did Veteran’s stress make him/her uncomfortable in the last month of life? [PTSD] (Never)

11. How much of the time did we provide you and Veteran the kind of spiritual support that you and Veteran would have liked? (Always)

12. How much of the time did we provide you and Veteran the kind of emotional support that you and Veteran would have liked prior to Veteran’s death? (ALWAYS)

13. After Veteran’s death- how much of the time did we provide you the kind of emotional support that you and Veteran would have wanted? (Always)

14. Would it have been helpful if the VA had provided more information about benefits for surviving spouses and dependents? (No)

15. Would it have been helpful if the VA had provided more information about burial and memorial benefits? (No)

16. Would it have been helpful if the VA had provided more help with the Veteran’s funeral arrangements? (No)

17. Overall, how would you rate the care that Veteran received in the last month of life? (EXCELLENT)
References

- Studer Q. Hardwiring Excellence. Fire starter Books 2004
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