

BFI

# Protocol

## Feel Good Meeting in Linz

26.3. – 27.3.2019



Co-funded by the  
Erasmus+ Programme  
of the European Union



## **1. Presentation BBRZ Reha (Dr. Petra Friedl-Wörgetter, head of department)**

- ✓ Patients with mental problems and who can not continue their work anymore
- ✓ 6 weeks of stay (paid by public pension insurance)
- ✓ The first hour is very important for the first impression ("diagnosis"). Listening is very important.
- ✓ Focus on attentive listening. It is an important competence for our training. It is not a method, but a setting (a competence of the professional).
- ✓ How to teach this competence? How to implement it in the training model?
- ✓ Empathy is important, and for professionals who don't have it there are several methods what to say or do to "pretend" empathy (behavioural rules). For example, they should not give strict orders to patients. Furthermore, professionals can learn by doing (means by imitating other colleagues who have it), because this is implicit knowledge that can not be taught in courses or books, but only by observation. A supervisor is very important.
- ✓ When speaking with patients it is important to do it on eye-level, for example when the patient is sitting, also the professional should sit down.
- ✓ When the patient is talking too much, the professional should not interrupt the patient and not say him to stop talking. If he has to stop the patient then the professional has to explain why (f.e. could you please start from the beginning and explain your situation in other words, because I don't understand it?).

## **2. IO 2 – Presentation Results of national analysis and overall report (BFI)**

- ✓ These competences are essential for patients (ranked from 1 to 6): Being listened, providing information, courtesy and promptness, respect for privacy, patience and good teamwork
- ✓ At the same time these are the competences that make them feel uncomfortable (ranked from 1 to 7): feelings not being noticed, disorganization in team, acting in haste, unkind and authoritarian behaviour, too specified language, not being heard, lack of privacy
- ✓ In almost all of the questions Italy has an issue on, followed by Spain, Greece and then Austria
- ✓ The question in the 3rd part is not about cleanliness but about the clearness, this will be changed in the report (BFI)

## **3. IO1 and IO2 crosscheck: Partner work about competences (group work)**

### **• Ideas Group 1:**

- ✓ From the professional point of view "active listening" is a main competence.
- ✓ So the question arises: How can active listening be improved? By good teamwork, by motivation and by trust building -> in sum professionals need a good self-awareness!
- ✓ From the point of view of patients they want to have more time with professionals (which is an organizational issue), to express their opinion and to be listened to
- ✓ So the question arises: How to listen to the patients properly in a short time?
- ✓ As a result out of these two points of view these 2 training models arised:
  - Active listening (creating good questions to structure the communication)
  - Complexity management (what exactly is meant will be thought again!)

- ✓ The meta competences of the training could be: **learn to learn, empathy, resiliency**
- **Ideas Group 2:**
  - ✓ Communication is an overall issue (key methods of communication is being able to listen)
  - ✓ Moreover empathy is an important issue
  - ✓ It is important to focus on a patient centered communication (the patient is in the middle)
  - ✓ Person centered training
  - ✓ Take into account the factor TIME: smiling, eye contact on same level, keeping calm, mindfulness
- **Summary Ideas Group 1 and Group 2: definition of three parts for the training**

Partners decided to call it "Patient centred approach". One module should last 2 days. These are the modules:

- ✓ 1. Patient centred communication (2 days)
- ✓ 2. Person centred training (2 days)
- ✓ 3. Selfmanagement (2 days)

#### 4. Organizational issues

##### a. Multiplier

- ✓ 30 people should be invited (stakeholders) and a signature list with e-mail address, name and organization should be prepared
- ✓ Austria will do it April or May
- ✓ Greece planned the multiplier by End of April
- ✓ The events should be announced in social media (according to capodarco)
- ✓ IO1, IO2 and the videos should be presented at the

##### b. Fact Sheet

- ✓ Will be done after we have results for IO2 (by BFI)

##### c. Dissemination

- ✓ All partners should become editors for the project at FACEBOOK (here are their facebook names:
- ✓ Everybody should put relevant content regularly into
- ✓ Folders will be overworked after we have results for IO2. Each partner has to create an own folder.
- ✓ Website should be reconstructed and made more easily. Also some information is missing on the actual website. This might become a problem when it comes to the national agencies if the website is not clear enough (capodarco)

##### d. Quality (Evaluation)

- ✓ On Google drive there is no questionnaire for evaluation
- ✓ BFI will send out the questionnaires (one for evaluating the process, one for evaluating the meeting in Linz)
- ✓ Capodarco will write the quality report

## **5. IO3 – Developing training modules (all partners)**

### **✓ Part 1: Patient oriented communication (2 Modules)**

Modul 1: Active listening

Modul 2: Relationship oriented communication

### **✓ Part 2: Person centred training (3 Modules)**

Modul 1: Self-confidence (8h). Content: Positive Feedback, Willingness to act, Appreciation of your life (Work with the body can be a possible exercise)

Modul 2: Time management (8h). Content: Learn to say no, make your map of time

Modul 3: Copying strategy (4h). Content: Styles of copying, Creativity. (Smiling should be an instrument in this module)

### **✓ Part 3: Selfmanagement (3 Modules)**

Modul 1: Personalization

Modul 2: Copying

Modul 3: Relation to the rules

## **6. Deadlines for the ongoing process till the End of the project**

### **a. April 2019:**

- i. Multiplier in Greece and Austria
- ii. Overworked brochures by Greece, and translations by the partners
- iii. Second video tool
- iv. Third fact sheet on IO2
- v. Final document IO2 (report till 5.4.2019) translated in all languages
- vi. Survey on Linz meeting and IO2 process as a support for the quality management of Capodarco (by BFI)

### **b. May 2019**

- i. O3/A1 Framework (BFI Austria)
- ii. O3/A3 Peer review with at least 5 persons on the framework and to get policy recommendations (interview and reporting guideline by BFI Austria)
- iii. O3/A4 Skype meeting at the end of May for coordinating the ongoing process

### **c. June 2019**

- i. Draft model on IO3 and user guide (by people Italy)

### **d. September 2019**

- i. O3/A6 Policy recommendation (by BFI Austria)
  1. Stakeholder meetings to discuss the policy recommendations (at least 5 stakeholders in all partner countries) with written feedback to BFI Austria

- 2. Press release on policy recommendation by BFI Austria
- ii. O3/A7 Pilot testing between September and End of October 2019
- e. **October 2019**
  - i. Pilot testing on draft model IO3 ongoing till end of October and written report to People Italy
  - ii. O3/A8 Skype meeting at End of October, beginning of November (including discussion about final dissemination material)
- f. **December 2019**
  - i. Final document of IO3 with translations in all languages
- g. **January and February 2019**
  - i. Intensive Dissemination on the results of the training module and all results (channels like USB sticks and hard copies remain to be discussed in the skype meeting in October 2019)
- h. **Final Meeting in Rome**
  - i. Suggested working days: 28./29.1.2020 OR 4./5.2.2020 (has to be confirmed by Capodarco)

## Photos



## Outputs

LEARNING UNIT PERSON CENTRED TRAINING

Brief Description:  
(aims and objectives)

Knowledge:

Skills:

Training contents:

Methods  
(diplomas etc.)

Tools

Hours: 2/7

M20 April 2019 IOU

- ↳ Multiplex 5R+AI ok
- ↳ Brochures 2 ok
- ↳ Video Tools 3 ok
- ↳ Hand sheet 3 ok
- ↳ Final IOU 2 ok in all languages

CE/1 FRAMEWORK M21

CE/3 PER SEVERAL -> REPORT M22

CE/5 DRAFT MODEL M23

CE/6 DOCUMENT & PAPER M25

CE/7 PILOT TEST M25-26

CE/8 FINAL M28

UCLUS

Prevention of harmful and inappropriate behaviour

	Prevention of harmful behaviour	Prevention of inappropriate behaviour	Prevention of violence	Prevention of sexual harassment	Prevention of discrimination
I					
S					
G					
A					

Acting as hosts!  
Did they host?

UCLUS

3 Better organization in terms of cost-effectiveness

Sindachen nish organization

	Prevention of harmful behaviour	Prevention of inappropriate behaviour	Prevention of violence
I			
S			
G			
A			

Sindachen path staff

	Prevention of harmful behaviour	Prevention of inappropriate behaviour	Prevention of violence	Prevention of sexual harassment	Prevention of discrimination
L					
S					
G					
A					

UCLUS



# 1. Patients needs

	Treat	Treat	express patient	simple language	active listening	show respect	Time
I	■	■	■	■	■	■	■
S	■	■	■	■	■	■	■
G							■
A							■

- Patients feel uncomfortable. Patients feel uncomfortable
1. Listening ability → not being noticed
  2. Maximize autonomy → Disempowerment
  3. Accurate and prompt → doing in haste
  4. Respect for privacy → Unkind and authoritarian
  5. Patience → Too rapid language
  6. Good teamwork → Not being heard
  7. Lack of privacy

# Patient centered Professional approach

3. Modules  
 ↳ 2 days training  
 maintain patients



Get over "Google diagnoses"

Empathy  
 Active Listening

Effective communication

- ↳ verbal and nonverbal
- "eye face / body language"
- attention,
- not interruption patient,
- out of the patients perspective
- use empathy to patient
- ↳ build a positive rapport

## 1. Patient centered communication

- ↳ "Phrases for speech" "tranquil"
- ↳ Person centered training "sign words"
- ↳ Time factor "miles"
- ↳ eye level → and others
- ↳ have to eye the same time
- ↳ mindfulness









# Feel Good Strategic Relationship Competences for Healthcare Professionals

[www.feelgoodproject.eu](http://www.feelgoodproject.eu)

[www.feelgoodprojecteu.blogspot.co.at](http://www.feelgoodprojecteu.blogspot.co.at)

[www.facebook.com/feelgoodproject.eu](https://www.facebook.com/feelgoodproject.eu)

## Transnational Partnership Meeting 3<sup>rd</sup> Steering Committee and Mutual Learning Session

Agenda 26<sup>th</sup> of March 2019

Meeting Venue: BFIOOE, Muldenstraße 5, 4020 Linz, Room: M2, 4<sup>th</sup> Floor

26-03-2019

10:00 - 10:15	Welcome and Agenda review (BFIOOE)
10:15 - 10:45	Presentation and discussion about BBRZ REHA, Dr. Petra Friedl-Wörgetter
10:45 - 12:00	Update on National Research Report IO2 (15' for each partner country)
12:00 - 12:15	Plenary discussion and comments. Strengths and weaknesses (All partners)
12:15 - 13:00	Lunch
13:00 - 14:00	Presentation first results for 'Social vision of healthcare professionalities: strategic competence' – IO2 (BFIOOE)
14:00 - 15:00	Plenary discussion and comments. (All partners)
15:00 - 15:30	Communication and dissemination activities (ALL)
15:30 - 16:00	Quality and evaluation (ALL)

A table for a Dinner together is reserved for 20:00 at restaurant Rauna's,  
Kraußstraße 16, 4020 Linz <https://www.rauner.restaurant/>



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Agenda 27<sup>th</sup> of March 2019

Meeting Venue: BFIOOE, Muldenstraße 5, 4020 Linz; Room 2, 4<sup>th</sup> Floor

27-03-2019

9:00- 9:15	Welcome and Agenda
9:15-11:15	Team work on Learning Unit and Training Model (People +ALL)
11:15-12:00	Debriefing and feedback
12:00-13:00	Lunch Break
13:00- 13:30	Video storyboard proposal (People)
13:30-16:00	Discussion on the work plan (tasks and deadlines)



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