Developing Aids for Talking about Multiple Chronic Conditions

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Title
Developing Aids for Talking about Multiple Chronic Conditions

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Rationale
Care of patients with multiple chronic conditions (MCC) is not only medically complex, it is communicatively challenging. For each person cared for it is unclear what might and should be talked about; how chronically interacting issues of life, illness, and treatment are best discussed by patients and clinicians; and how patient-valued care is shaped in conversation.

This workshop will consider the development of tools and approaches to support patients and clinicians in discussing issues in living with and treating MCCs. This workshop is a compliment to another workshop that focuses on the clinical practice of discussing MCC. Communicative approaches are needed to address the varied experience and values of chronic illness and treatment; the complex interaction of illnesses, treatments, and environment; the interweaving of life and illness; technical language that may disempower patient voice and fail to do justice to their situation. Without communicative approaches for discussing the issues of living with MCC it is unclear if and how healthcare is helping or hurting a person.

Learning Objectives.

Through hands-on designing of a discussion aid participants will explore communicative issues in MCC. Participants will:
Distinguish communicative from protocol-driven approaches to chronic care.
Understand different conceptual foundations for discussing problems and issues in MCC.
Develop discusssional tools and approaches for patients and clinicians to talk through issues in MCC.
Explore user-centered design and its application to developing, prototyping, and evaluating tools for discussing MCC.
#### Teaching Methods

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<thead>
<tr>
<th>Activity</th>
<th>Teaching Method</th>
<th>Time</th>
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<tbody>
<tr>
<td>Introduction and workshop overview</td>
<td>Self-introduction of participants and facilitators.</td>
<td>10 minutes</td>
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<tr>
<td>Appreciating the communicative challenges of chronic care</td>
<td>Small group discovery exercise to surface the complex and perspective dependent issues of chronic care.</td>
<td>15 minutes</td>
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<tr>
<td>Concepts in discussing problems and issues</td>
<td>Presentation on conceptual foundations</td>
<td>10 minutes</td>
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<tr>
<td>Introduction to user-centered design</td>
<td>Presentation</td>
<td>10 minutes</td>
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<tr>
<td>Design exercise</td>
<td>Small groups: Designing a discussion aid</td>
<td>20 minutes</td>
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<tr>
<td>Design reflection</td>
<td>Group discussion of design concepts.</td>
<td>20 minutes</td>
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<td>Close</td>
<td>Facilitator led closing reflections</td>
<td>5 minutes</td>
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#### Evaluation

Participants will reflect on the problems and concepts of communication in MCC as they design discussion aids with other participants.

Participants
Desired: 15-20