

Striving for excellent communication in full PPE

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During Covid, resuscitation teams have been routinely wearing the highest level of PPE the NHS uses, FFP3. This has added significant barriers to communication.

We wanted to know what good communication in FFP3 looked like.

To do this we ran multiple simulations identifying behaviours in the highest performing teams.

We then parsed this into a 3 part technique that is easy to learn and highly effective.

1

Gain attention

using hand gestures,
voice (but not shouting)
sometimes touch

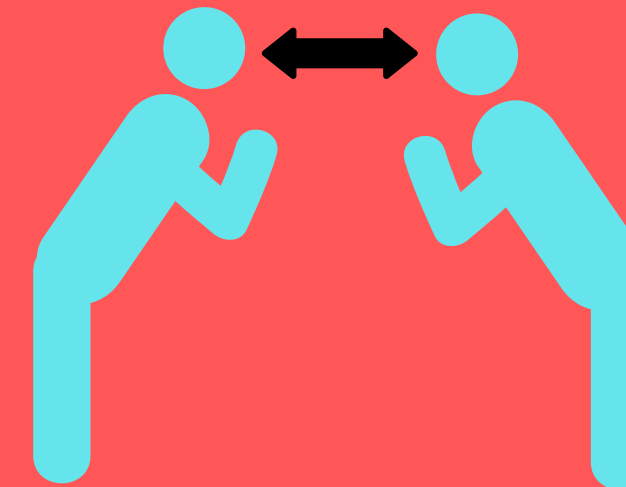


risks- raising voices can disrupt thinking and inhibit team members.

2

Create an island of communication

make eye contact
lean in to be heard
use names



risks -information fragmentation as the information shared may not then be shared with other members of the team- the leader should be aware of this and pass the salient knowledge to the team. Also, if this happens and the leader is not involved then it is imperative the leader is told relevant information.

3

Be sure the message has been received as intended

repeat it back
continue using
techniques from 2



risks- time pressures leading to this being skipped. Confirmation of statements even when the listener is not sure.



Our 90 second video on this can be seen here.