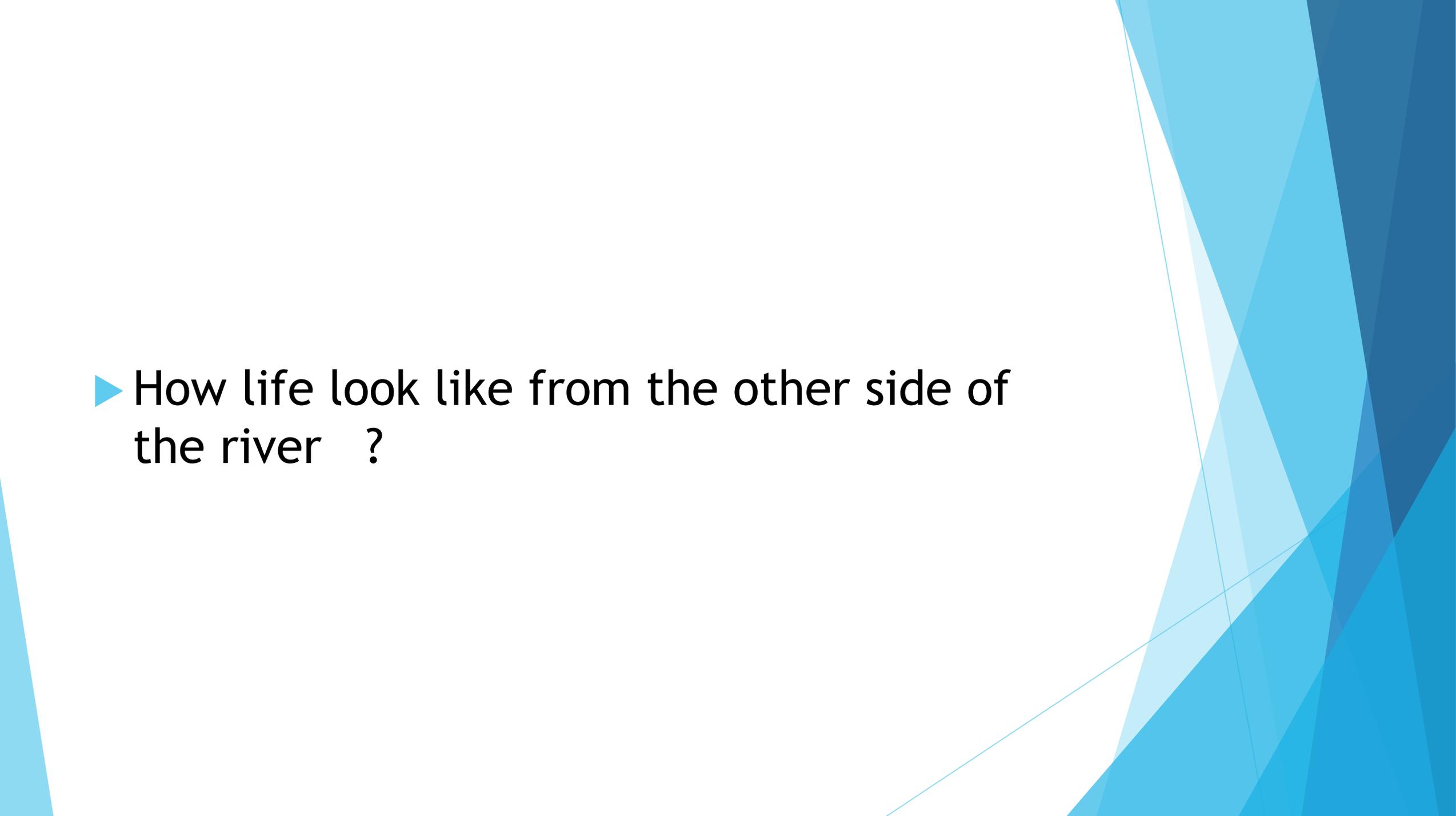


How to break bad news

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The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the slide, creating a modern, layered effect.

▶ How life look like from the other side of the river ?

Definition of bad news

- ▶ Bad news is any information could seriously affect an individual perspective for his future .

Discussion

- ▶ Why breaking bad news is not an easy task to do ?
- ▶ What breaking bad news required ?



Breaking bad news requirement :

- ▶ complex communication task
- ▶ Required interact with patient emotions
- ▶ Dealing with patient and family expectations
- ▶ Give hope and support in the difficult time

Breaking bad news requirement :

- ▶ Be ready and prepare
- ▶ personal bias and assumptions put it a side
- ▶ Non - judgmental communication

Spikes protocol

Six steps strategies for breaking bad news :

1. Setting up
2. Assessing Perception
3. Obtaining Invitation
4. Giving Knowledge and information
5. Emotion and empathy
6. Strategies and summary

1-setting up for interview

▶ Setting up for interview has two aspect :

1. Interviewer reviewing the plan of his task :

- ❑ What is the content patient need to know ?
- ❑ How patient will react to it ?
- ❑ Be ready with mindfulness

setting up for interview

- 2- interview room :
 - Privacy
 - Interview room arrangement
 - Interviewer body language

Interview room



2-Assessing patient perspective

Before tell ask

- ▶ What is your illness history ?
- ▶ What did Dr. Ahmed tell you when he send you to emergency department ?

Assessing patient perspective

- ▶ Depend on patient verbal and non-verbal reaction interviewer will correct misinformation , also will explain what patient know and don't know

3- Obtaining patient invitation

Find out how much the patient want to know

- ▶ While majority of patients want to know all details some they use shunning information as coping mechanism

3- Obtaining patient invitation

- ▶ Would you like to know the test result or the treatment plan ?
- ▶ Would you like to know all the diagnosis details ?
- ▶ No need to bothered you with all medical details ,
(**leading question**)

4- Giving knowledge and information to the patient

- ▶ Plan what is the information you need to transfer prognosis , treatment
- ▶ Start from the last wright information patient said

4- Giving knowledge and information to the patient

- ▶ Simplify your language
- ▶ No medical terms
- ▶ short phrases will be easier to be followed
- ▶ Photos and models could be helpful to patient understanding

5- Addressing patient emotions with empathic response

- ▶ Responding to patient emotional response is one of the most important tasks for breaking bad news

5- Addressing patient emotions with empathic response

- ▶ Identify patient response that can verify from denial, sadness, anger
- ▶ Give patient time to express his feeling
- ▶ Making connecting statement or actions

6- Strategies and summary

- ▶ Summarize all information
- ▶ Ask patient if they have any questions
- ▶ Planning for follow up

What not to do ?

- ▶ Keep your phone on
- ▶ Neglect patient question
- ▶ Avoid patient and his family

What not to do ?

- ▶ Being judgmental
- ▶ Breaking bad news over the phone
- ▶ Give false hope
- ▶ Giving advice

Breaking Bad news make the difference
between being unforgettable or
un forgiveness

Scenario 1

- ▶ Mr. Ahmed arrive to emergence department with his son diagnosed with 60 to 70% burn , before he come to hospital he visited a clinic and the doctor informed him that his son is ok and just need normal dressing to be done .

How you could inform Mr. Ahmed that his son need to be admitted to the burn unit and he needs critical care ?

Scenario 2

- ▶ Madam. Evon asked the burn unit staff nurse for how many days she need to do dressing for her hand third degree burn , as she left her job as a data entry specialist and she need to be back as soon as possible .

How you could inform Me. Evon that she need dressing for her hand for at least 2 month and after she need physiotherapy for

Scenario 3

- ▶ Mr. Dived admitted to ICU after fire in his flat and he inhale smoke and face breathing difficulties .

How you could inform Mr. Dived family that he need support by oxygen therapy and close follow up for more than 3 days at ICU