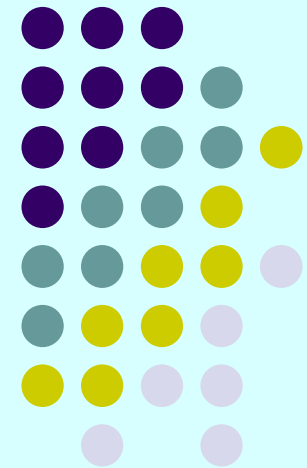


Breaking Bad News

Improving communication



Rajeev Gupta

Consultant Paediatrician

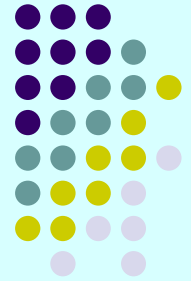
Barnsley Foundation Hospital &

Hon Senior Clinical Lecturer

University of Sheffield

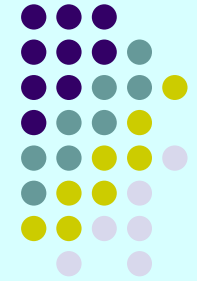


Four most important objectives in BBN



- Gathering information about/from the patient
- Transmitting the medical information
- Providing support to the patient
- Eliciting the patient's collaboration in Mx plan

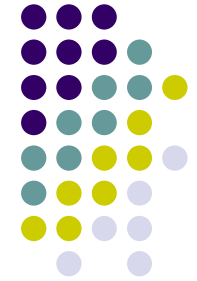
Breaking Bad News -**SPIKES**



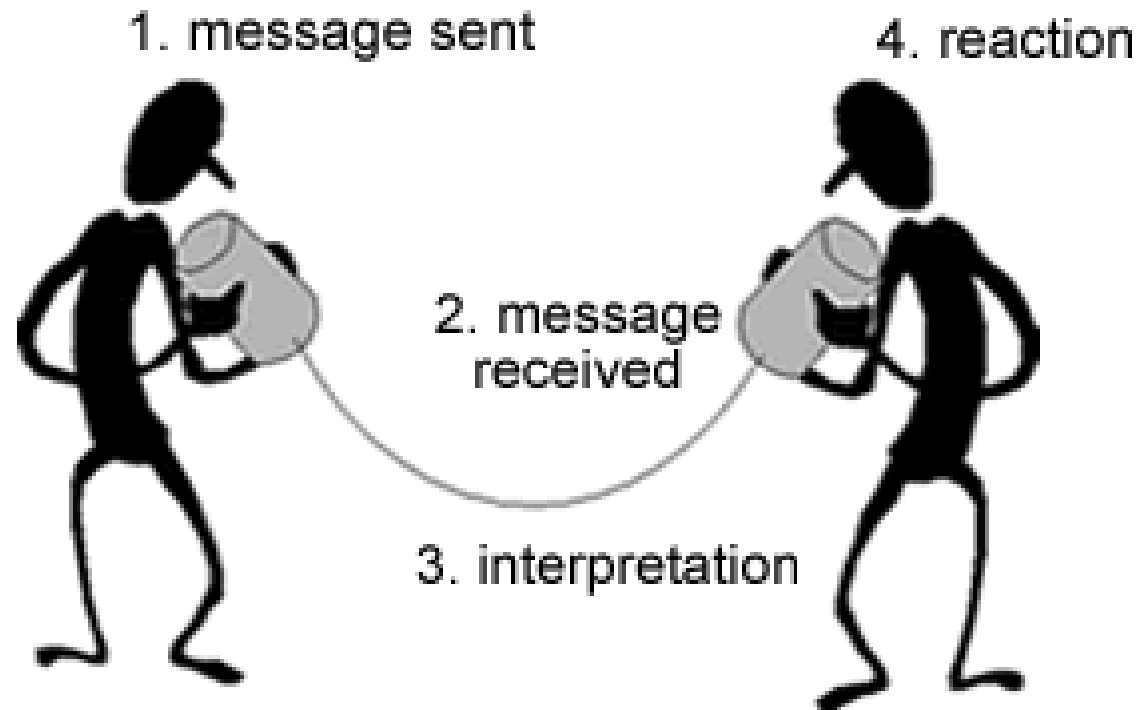
- **S**etting up
- **P**erception
- **I**nvitation
- **K**nowledge
- **E**motions
- **S**trategy & **s**ummary



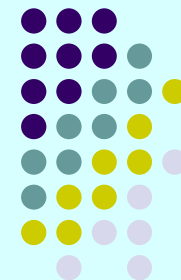
Basic process



Communication Model



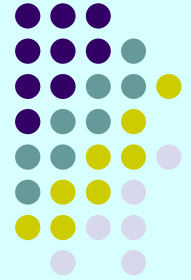
Remember



The majority of patients find the attitude of the news giver, combined with the clarity of the message and the news giver's knowledge to answer questions as the most important aspects of giving bad news.

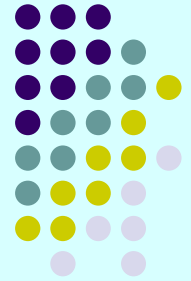
Jan M, Girvin JP, Can J Neurol Sci. 2002 Feb;29(1):78-82.

S – SETTING up Interview



- **PREPARATION, PREPARATION, PREPARATION**
- **Gather full information about patient**
- **Involve significant others**
- **Environment- privacy, tissue**
- **Sit down face to face**
- **Make a connection with the patient**
- **Manage time constraint- uninterrupted time**
- **Undivided attention**

P – Assessing the Patient's PERCEPTION



- Patient's understanding of their condition
- Patient's ability to believe you
- Patient's engagement- illness denial/ hope
- Patient's ability to listen and concentrate

Does he care
for me?

I'M LISTING
YOUR CONDITION AS
'BATTLE HARDENED.'

Dr.
Rumsfeld

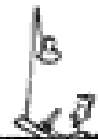
U.S. ARMY



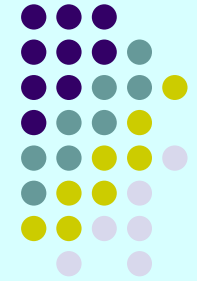
I'M PRESCRIBING THAT YOU
BE STRETCHED THIN. WE
DON'T DEFINE THAT AS TORTURE.

TDS

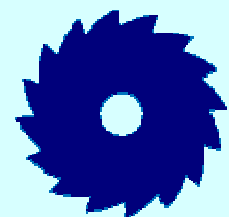
©2006 THE WASHINGTON POST



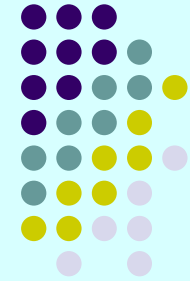
I – Obtaining the Patient's INVITATION



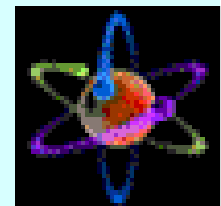
- Ask question to get them ready-
- Most patients wish to hear about the diagnosis and prognosis
- Respect their anxiety and eagerness
- Empathise, get them on your side



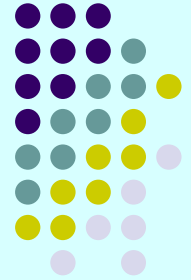
K – Giving KNOWLEDGE and Information to the Patient



- **Direct and truthful**
- **Warning shot can be helpful**
- **Medical facts- pace to level**
- **Plain layman language-Avoid jargons**
- **Avoid excessive bluntness**
- **Small chunks of info, periodic check of Understanding**
- **Honest but supportive discussion**



Contents

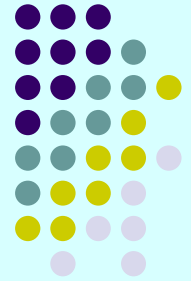


- **Diagnosis**
- **Way of arriving dx and reliability of method**
- **Nature of disease**
- **Course/ usual prognosis**
- **Management options**
- **Disease recurrence**
- **Spread of disease**
- **Failure of treatment to affect disease progression**
- **Presence of irreversible side effects**
- **Revealing positive results of genetic tests**
- **Raising the issue of hospice care and resuscitation when no further treatment options exist**



Have you always respected the emotions of others?

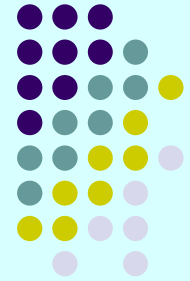
S – STRATEGY and SUMMARY



- **Ask if patient ready for further discussion**
- **Present the treatment options**
- **Share responsibility in decision-making**
- **Clear future plan - patient less anxious and more in control of his or her life**
- **Follow up meeting if needed**
- **Document all communications**

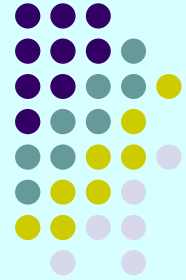


Practice makes a woman.. perfect



Be sensitive while breaking bad news

ABCDE of breaking bad news



- **Advance preparation-**
 - arrange adequate time and privacy,
 - confirm medical facts,
 - review relevant clinical data,
 - emotionally prepare for the encounter.
- **Building a therapeutic relationship-**
 - identify patient preferences regarding the disclosure of bad news.
- **Communicating well-**
 - determine the patient's knowledge and understanding
 - proceed at the patient's pace
 - avoid medical jargon or euphemisms
 - allow for silence and tears, and answer questions.
- **Dealing with patient and family reactions-**
 - assess and respond to emotional reactions
 - empathize with the patient.
- **Encouraging/validating emotions-**
 - offer realistic hope based on the patient's goals
 - deal with your own needs.

Any question?

