

COMMUNICATION ISSUES

- Qamar Abbas
Deputy Medical Director

BREAKING BAD NEWS - PREPARATION

Gather information

*Gather appropriate people (staff, family
etc.)*

Find out how much the patient knows

- ***The factual content of patient's statements***
- ***The style of patient's statements***
- ***Emotional content of patient's statements***

Find out, how much the patient wants to know

Sharing medical information

- *Aligning*
- *Educating*
- *small amounts ‘the warning shot’*
- *simple language*
- *Check reception frequently*
- *Reinforce the information frequently*
- *‘Blend your agenda with that of the patient’*

REACTIONS

- Denial
- Anger
- Bargaining
- Depression
- Acceptance

Immediate Follow-up

Responding to the patients' feelings

- *Organising and Planning*
- *Demonstrate an understanding of the patient's problem list*
- *Indicate the need to distinguish between 'fixables' and 'unfixables'*
- *Make a plan or strategy and explain it*
- *Identifying the coping strategy*
- *Identify other sources of support for the patient*

Do not forget!

- Follow-up

FOLLOW UP

- Is the person accepting the difficult news?

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- Is the person overwhelmingly distressed?

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- Is the person denying?
- Is the person holding on to unrealistic expectations?
- Is the person ambivalent/uncertain?
- Protection of the loved one

HANDLING DIFFICULT QUESTIONS

- Misunderstanding of the question

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- If you are unprepared for the question

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- If you are unprepared for the question
- If you are uncomfortable with the question
- Acknowledge the refusal to speak
- Is a clear answer difficult?

MAJOR EMOTIONAL REACTIONS

- Anger
- Guilt
- Blame

COST OF CARE

- Identifying patients' concerns brings you close to patients' pain
- Feeling of helplessness
- Feeling of failure
- Imbalance between work and relaxation
- Risk of emotional burnout

ISSUES TO REMEMBER

- Questions about end-of-life interventions
 - Euthanasia*
 - Withholding/withdrawing treatment*

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- Cultural/religious issues
- Medico-legal issues
- Family conflicts
- Telephonic conversations

TABOO SUBJECTS!

- Sexuality

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- Cultural difference

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- Cultural difference
- Religious affiliation

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- Sexuality
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- Religious affiliation
- Don't tell the child!

TABOO SUBJECTS!

- Sexuality
- Cultural difference
- Religious affiliation
- Don't tell the child!
- 'I'm not allowed to do that!'