

BREAKING BAD NEWS MODULE EMPATHETICS VIDEO

- **Delivering Bad News**

Don't make assumptions about how the person will react to the bad news

Patient concerns – loss of hope and dreams; loss of control

Physician concerns – fear of causing distress; discomfort with emotions; censoring information; distancing tactics

- **Preparing the Messenger –**

need to be calm, grounded, aware of own emotions; able to regulate and contain own emotions of fear, sadness, failure, guilt, overidentification w/pit

- **Engaging in the Conversation**

Foster an alliance, Focus on the patient's viewpoint, Facilitate empathy, and Finish with a plan

Importance of reading patient's facial expressions/emotions

Made time

Avoided technical language

Used compassionate bridge to news – "I'm sorry, I have some bad news to share"

Avoided too much prognostic and treatment detail

Created space for my feelings, questions, perspective

Honest, but compassionate (not blunt)

Had a plan going forward

Never a sense of abandonment

Attention to meaningful events

- Continue working

- Grandson's bar mitzvah – buy dress

Ask the patient to tell you more,

Ask what the patient is most worried about,

Ask who they talk to when they are afraid or worried