

Objectives: (first 6 from the Empathetics module)

- Explain the importance of empathy when delivering bad news.
- Identify the process of successfully delivering bad news with the E.M.P.A.T.H.Y. acronym in mind: E= environment; M=manage expectations; P=patient's perspective; A=affect; T=trajectory; H=hope and reality; Y=you are here.
- Recognize different emotional responses in patients receiving bad news.
- Identify and manage emotional responses involved in delivering and receiving bad news.
- Demonstrate empathic behaviors to improve patient relationships.
- Describe the 5 phases in the coming to grips with a cancer diagnosis (e.g. denial, anger, bargaining, depression, and acceptance)