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2021-05-13

Delivery of bad/difficult news

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Repository Citation

Dykhouse EC. (2021). Delivery of bad/difficult news. PEER Liberia Project. <https://doi.org/10.13028/htfx-ym82>. Retrieved from https://escholarship.umassmed.edu/liberia_peer/80

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Delivery of bad/difficult news

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Agenda

- Examples and discussion
- SPIKES approach
- GUIDE approach

Patient examples

- Examples?
- What do you consider bad or difficult news?
- What have you tried that's gone well?
- What have noticed that has not gone well?

SPIKES approach

- Setting
- Perception
- Invitation
- Knowledge
- Empathy
- Strategy & summary

(Buckman, 2005)

SPIKES approach

- Setting
 - Privacy
 - Involve significant others
 - Sit down (and let patient get dressed if possible!)
 - Look attentive and calm
 - Listening mode: silence and repetition
 - Eliminate other distractions
- Perception
- Invitation
- Knowledge
- Empathy
- Strategy & summary

(Buckman, 2005)

SPIKES approach

- Setting
- Perception
 - Before you tell, ask
 - Examples:
 - “What did you think was going on when you felt the lump?”
 - “What have you been told so far?”
 - “Are you worried this might be serious?”
 - Assess for medical knowledge
 - Do not confront denial in first visit
- Invitation
- Knowledge
- Empathy
- Strategy & summary

(Buckman, 2005)

SPIKES approach

- Setting
- Perception
- Invitation
 - Ask permission to give details about what is going on
 - “How much information would like you like me to give you about your diagnosis and treatment?”
 - “Are you the type of person who likes to know a lot of details of what is going on?”
- Knowledge
- Empathy
- Strategy & summary

(Buckman, 2005)

SPIKES approach

- Setting
- Perception
- Invitation
- Knowledge
 - Give a warning that bad news is coming
 - Use the language the patient uses
 - Avoid jargon
 - Give information in small chunks and check in for understanding
 - Tailor the rate at which you provide info to the patient – do not move on unless you are sure they understand
- Empathy
- Strategy & summary

(Buckman, 2005)

SPIKES approach

- Setting
- Perception
- Invitation
- Knowledge
- Empathy
 - Step 1: listen for and identify the emotion or mixture of emotions; elicit emotions if needed
 - Step 2: Identify the source of the emotion
 - Step 3: Show your patient that you have made the connection between steps 1 & 2
 - Validate
 - Normalize their emotional response
- Strategy & summary

(Buckman, 2005)

SPIKES approach

- Setting
- Perception
- Invitation
- Knowledge
- Empathy
- **Strategy & summary**
 - Double-check that they understand the information given to them
 - Give ample time for them to ask questions
 - Provide a clear game plan of what next steps are

(Buckman, 2005)

SPIKES approach

- Setting
- Perception
- Invitation
- Knowledge
- Empathy
- Strategy & summary

(Buckman, 2005)

GUIDE approach

- Get ready
- Understand
- Inform
- Dignify
- Equip

GUIDE approach

- Get ready
 - Info, people, place
 - “Let me take a minute to make sure I’ve got what I need.”
 - Make sure you have all the information you need at hand.
 - Make sure you have all the right people in the room.
 - Find a place with some privacy if possible.
- Understand
- Inform
- Dignify
- Equip

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GUIDE approach

- Get ready
- Understand
 - Understand what the patient knows
 - “What thoughts have you had since the biopsy?”
 - What have you taken away from other doctors so far?”
- Inform
- Dignify
- Equip

GUIDE approach

- Get ready
- Understand
- **Inform**
 - Start with a headline
 - “The CT scan shows that the cancer has gotten worse.”
 - Give the information clearly and to the point with a one-sentence headline of the most important piece of information you want them to take away
 - Avoid jargon
 - After the headline you will need to give more information, but after giving the headline, STOP
- Dignify
- Equip

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GUIDE approach

- Get ready
- Understand
- Inform
- **Dignify**
 - Dignify emotion by responding directly
 - “I can see this news is not what you were hoping for.”
 - Expect the patient’s first response to be emotion
 - Acknowledge the emotion explicitly
- Equip

GUIDE approach

- Get ready
- Understand
- Inform
- Dignify
- Equip
 - Help the patient understand the next step
 - “Is there anything I could do to make this a little easier?”
 - “I want you to be prepared for the next step. Can I explain...”
 - Don’t dismiss concerns or say that everything will be fine

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GUIDE approach

- Get ready
- Understand
- Inform
- Dignify
- Equip

Differences between these two approaches?

SPIKES

- Setting
- Perception
- Invitation
- Knowledge
- Empathy
- Strategy & summary

GUIDE

- Get ready
- Understand
- Inform
- Dignify
- Equip

Principles

- Empathy
- Patience
- Including important people
- Expecting emotional reactions

Other thoughts?

- Giving a warning vs giving a headline
- Involvement of families
- Ability for follow up
- Handling when patients cry or become angry
- Other resources for support?