Delivery of bad/difficult news

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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

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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

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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

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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

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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?