

Supplemental Figure 2.

<u>Strategies for communicating difficult news to patients and families</u>	
<p><u>Categories of communication skills</u></p> <p><u>Information organizations skills</u></p> <ul style="list-style-type: none"> -Preview information -Give an overview of the main points you are about to cover -Summarize <p><u>Checking skills</u></p> <ul style="list-style-type: none"> -Check patient medical knowledge -Check patient preference for information -Check patient understanding <p><u>Shared-decision making skills</u></p> <ul style="list-style-type: none"> -Check patient preference for decision making -Introduce joint decision making between doctor and patient/family -Make partnership statements -Express a willingness to help <p><u>Questioning skills</u></p> <ul style="list-style-type: none"> -Invite and endorse patient questions -Ask open-ended questions -Clarify -Restate -Pause to review and seek permission to move on <p><u>Empathic communication skills</u></p> <ul style="list-style-type: none"> -Acknowledge: Make a statement that indicates recognition of a patient's emotion/experience -Normalize: Make a statement to reassure that an emotional response is not out of the ordinary -Validate: Tell the patient the emotional response is appropriate and reasonable -Encourage expression of feelings -Praise patient efforts <p>Brown RF, et al. Communication Skills Training: Describing a New Conceptual Model. <i>Academic Medicine</i>. 2008;83(1):37-44. <i>Article attached.</i></p> <p><u>The 6 Steps of SPIKES</u></p> <p>Setting</p> <ul style="list-style-type: none"> -Arrange for privacy -Involve appropriate family members -Make a connection with the patient (i.e. eye contact, touch the patient) <p>Perception</p> <ul style="list-style-type: none"> -Use open ended questions to assess the patient's understanding of the situation <p>Invitation</p> <ul style="list-style-type: none"> -Gauge how much detail the patient/family wants to know 	<p>Knowledge</p> <ul style="list-style-type: none"> -Warn the patient that bad news is coming (Opening statements like, "I wish I had better news" or "I'm sorry to have to tell you this" gives the patient a chance to prepare themselves -Provide the diagnosis and prognosis at the level of comprehension of the patient -Make sure they are ready to move on to the next piece of information <p>Emotions</p> <ul style="list-style-type: none"> -Observe and acknowledge an emotion -Identify the reason for the emotion -Give patient time to express feelings -Provide an empathic response <p>Summary</p> <ul style="list-style-type: none"> -Check patient understanding -Summarize what has been discussed -Articulate a plan for the future <p>Baile WF, et al. SPIKES – A Six-Step Protocol for Delivering Bad News: Application to the Patient with Cancer. <i>The Oncologist</i>. 2000;5:302-311. <i>Article attached.</i></p> <p><u>Keys to handling emotion</u></p> <ul style="list-style-type: none"> -Be prepared to support them through a broad range of reactions -Allow time for the patient and family to express their immediate feelings; don't rush them -Listen quietly and attentively -Acknowledge and identify reasons for emotions <ul style="list-style-type: none"> "I imagine this is difficult news." "You appear angry. Can you tell me what you are feeling?" "Tell me more about how you are feeling about what I just said." "What worries you most?" -Provide an empathic response <ul style="list-style-type: none"> "I know that this isn't what you wanted to hear." "I wish the news were different." -Normalize the emotion -Non-verbal communication may also be helpful <p>Education for Physicians on End-of-life Care (EPEC) Project (1999).</p> <p><u>Additional reading material</u></p> <p>Leinard A, et al. Factors that influence cancer patients' anxiety following a medical consultation: impact of a communication skills training programme for physicians. <i>Annals of Oncology</i>. 2006;17:1450-1458.</p> <p>Goelz T, et al. Specific Training Program Improves Oncologists' Palliative Care Communication skills in a Randomized Controlled Trial. <i>J Clin Oncol</i>. 2011;29:3402-3407.</p> <p>Levetown M and the Committee on Bioethics Pediatrics. Communicating With Children and Families: From Everyday Interactions to Skill in Conveying Distressing Information <i>Pediatrics</i>. 2008;121(5):e1441-60.</p>