

### Overview

When serious news is communicated with empathy, it can have an important impact on patient understanding, and decrease patient anxiety and depression.

### Objectives

- Gauge patient's current understanding of disease condition
- Expect emotional reactions such as anger and sadness
- Acknowledge emotions before moving the conversation forward
- Encourage patient participation in setting agenda and making decisions

### Prepare

- Prepare an introduction: a personal story or anecdote to illustrate your experience with values clarification with a patient.
- Ask for examples of typical challenges when communicating serious news.
- Check all audio/visual functionality beforehand.
- Rehearse timing: allocate time to each section. Have a clock visible during the session to track time.
- Prepare questions that reinforce learning concepts to encourage sharing of ideas. Note the placement of questions in your run through.
- Set goals for effective facilitation for yourself. Identify the skills you want to incorporate into your delivery. Ask a colleague to watch for your techniques and get feedback afterwards.
- Plan to record a segment for upload into Smarter Cookie.
- Allow time for reflection/discussion of the actions each participant will take as a result of their learning experience.

### Evaluation

At the close of each session, self-critique your delivery. Did you accomplish your goals of effective facilitation that you identified beforehand?

Review participant evaluations and identify areas that you will address in future sessions.

### Materials

- PC prepared with slides & videos
- White board or flip chart & markers
- Drill cards

### Notes

