Delivering Serious News

Overview

This module teaches participants to deliver serious news to patients and families using the SPIKES talking map.

Learning Objectives

• Gauge patient’s current understanding of disease condition
• Expect emotional reactions
• 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 delivering serious news or discussing goals of care with a patient.
• 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.
• 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 facilitation goals?
• 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