

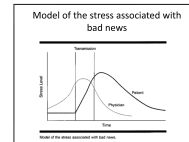
Certificate Course in Paediatric Palliative Care Nursing
Co-organised by HKCPN & HKSCPC

Communication with Parents
Before and After Breaking Bad News
- Apply Satir Model & Communication Skills

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Communication with Parents
- Before & After Breaking Bad News

- ▶ What is Bad News?
- ▶ Bad news:
Diagnosed severe disease, life-threatening, life-limiting disease;
deterioration or death.



Possible responses to bad news

Before breaking bad news	After breaking bad news	
✦ Worried	✦ Overwhelming distress	✦ Guilt
✦ Anxious	✦ Agitation	✦ Shock
✦ Loss of logical thinking	✦ Despair	✦ Blame
✦ Think a lot: positive and negative	✦ Numbness	✦ Helplessness
✦ Sleepless/Insomnia	✦ Ambivalence	✦ Regret
✦ Responsive orientated	✦ Unbelievable	✦ Anxiety
	✦ Anger	
	✦ Bargaining	
	✦ Depressed	
	✦ Denial	

Three theoretically derived approaches
to bad news delivery:

- ▶ Bluntness
- ▶ Forecasting or preparing the recipient
- ▶ Stalling or avoiding

Preferred model of breaking bad news

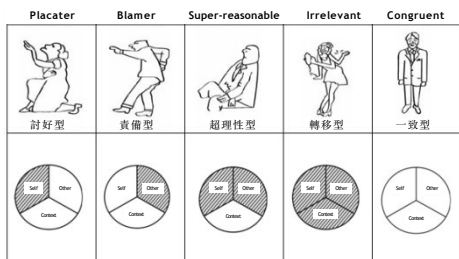
Reasons	Total N=72 N (%)
Caring	43 (59.7)
Professionalism	30 (41.7)
Be genuine, honest & straight forward	9 (12.5)
Wording	18 (25)
Time	16 (22.2)
Hope	11 (15.3)

Source: Martins, R. and Carvalho, I. (2013). Breaking bad news: Patients' preferences and health locus of control. Patient Education and Counseling, 91(1), pp.67-73.

Satir Iceberg Model



Satir Communication Stances



Which type do you belong to?

A Method for Responding to Patients' Emotions With Empathy - NURSE

- N - Naming
- U - Understanding
- R - Respecting
- S - Supporting
- E - Exploring

Source: Back A, Arnold R, Baile W, Tubby J, Fryer-Edwards K. Approaching Difficult Communication Tasks in Oncology. CA Cancer J Clin. 2005;55(3):164-177. doi:10.3322/canjclin.55.3.164

Therapeutic Communication

What is Therapeutic Communication?

- ▶ Therapeutic communication is a collection of techniques that prioritize the physical, mental, and emotional well-being of patients.
- ▶ Nurses use therapeutic communication techniques to provide support and information to patients.

Therapeutic Communication Techniques

- ▶ Trust / Respect
- ▶ Active Listening
- ▶ Reflecting feelings
- ▶ Empathy
- ▶ Non-judgemental
- ▶ Use open ended questions
- ▶ Use of immediacy
- ▶ Focusing
- ▶ Restating
- ▶ Paraphrasing
- ▶ Exploring
- ▶ Affirmation
- ▶ Summarizing
- ▶ Verbal & non-verbal
- ▶ Silence

Helping family deal with bad news

1. Information giving
2. Networking resources, coping skill
3. Validation of feelings
4. Empathy

SPIKES - A Six-Step Protocol for Delivering Bad News

- S - Setting
- P - Perception
- I - Invitation or Information
- K - Knowledge
- E - Empathy
- S - Summarize or Strategize

Source: Buckman R. Breaking bad news: the S-P-I-K-E-S strategy. *Community Oncol.* 2005;2(2):138-142. doi:10.1016/s1548-5315(11)70867-1

Thank You!
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