

Open School

Instructions:

- Review the learning objectives and description with your group.
 - Watch the [video](#) together (9 min 40 sec). Consider pausing at 5:12 to discuss the first part of the video using questions 1 and 2 below, then watching the second part of the video.
 - As a group, discuss your reactions to the video, using the discussion questions below as a guide.
 - Check out related IHI Open School courses and activities to keep the conversation going.
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Video:

How Do You Communicate a Disappointing Outcome?

(<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/Activities/Duke-HowDoYouCommunicateADisappointingOutcome.aspx>)

Neil S Prose MD, Professor of Pediatrics and Dermatology, Duke University Medical Center, and Michael Haglund, MD, PhD, Professor of Surgery at Duke University Medical Center

Learning Objectives

At the end of this activity, you will be able to:

- Identify at least three things providers shouldn't do when communicating a disappointing outcome.
- Identify at least three things providers should do when communicating a disappointing outcome.

Description

Even though providers do their best to avoid negative outcomes, sometimes things don't go as planned. How should providers communicate with patients and families when the outcome is not what they hoped for?

In this video, Dr. Michael Haglund, a Professor of Surgery at Duke University Medical Center, demonstrates how providers should and shouldn't communicate a disappointing outcome, based on the work of Dr. Neil Prose. Watch two versions of the same scene, in which an actor playing the wife of a patient who had surgery to remove a brain tumor experiences the impact of a provider's verbal and nonverbal communication.

This video was produced by Firestream Media with a grant from the Duke Graduate Medical Education Innovation Fund. For more on how the creators used this video as part of a program on physician-patient communication, [read this article](#) in the Journal of Surgical Education.

Related IHI Open School Online Courses

- [PFC 101: Dignity and Respect](#)
- [PFC 102: A Guide to Shadowing: Seeing Care Through the Eyes of Patients and Families](#)
- [PFC 103: Having the Conversation: Basic Skills for Conversations about End-of-Life Care](#)

Key Topics

Communication; Engage Patients and Families in Care; Person- and Family-Centered Care; Satisfaction: Patient and Family

Discussion Questions

1. What did you notice about what the provider did wrong in the first scene? What would you have done differently?
2. At the end of the first scene, the provider suggests that the family member is at fault for misunderstanding information about her husband's treatment. Where do you think the responsibility for the patient's understanding lies, and why is it important?
3. What emotions do you think the family member and provider were feeling during this scene? How did those emotions affect their ability to communicate?
4. What did you like about how the provider handled the conversation in the second scene?