

Open School

Instructions:

- Review the learning objectives and description with your group.
 - Watch the [video](#) together (7 min 22 sec). Consider pausing the video at 1:56 to discuss the first part, and then proceed to watch the second part.
 - 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 Should Providers Deliver Bad News?

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

Neil S. Prose MD, Professor of Pediatrics and Dermatology at 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 delivering bad news.
- Identify at least three things providers should do when delivering bad news.

Description

Delivering bad news is always a challenging task for providers. But certain communication techniques can make the experience less difficult for the patient and family. You can start by finding a quiet place free of interruptions, making sure all the family members are there, and taking a deep breath to help focus your attention. Then what?

In this video, Dr. Michael Haglund, a Professor of Surgery at Duke University Medical Center, demonstrates how providers should and shouldn't deliver bad news, based on the work of Dr. Neil S. Prose. Filmed with actors playing the role of the parents of a young child, two versions of the same scene sharply demonstrate 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. Why do you think it's important to leave time for the news to sink in? What do you think is going on with the patient or family in this moment?
3. What do you think are the primary needs of the patient and family when they hear bad news?
4. Why do you think it's important to ask permission to give information?
5. What experiences have you had giving bad news, to a patient or to a friend or family member? What have you learned?