

HEALTH CARE PROVIDERS

have various roles in diagnosis and prognosis disclosure with patients.

- Reinforce or clarify information
- Support the patient and family
- Support a colleague as they give bad news
- Provide further education around a diagnosis or prognosis
- Advocate for the patient’s wishes in the care plan



INVITATION

“Would you like me to discuss your test results with you?”

Listen for patient cues.



KNOWLEDGE & INFORMATION

Give a warning shot:
“I’m afraid that the scan shows the problem is fairly serious.”

Provide the information in small, manageable chunks.

Check frequently for understanding.

Allow pauses, use repetition.

Tune into patient’s readiness to hear more information & know when to stop.



EMOTIONS

Allow room for emotional reactions.

Acknowledge the emotions observed.

“Your CCMB team is here to help you through this...”



PERCEPTION OF THE PATIENT

“What do you already know about your illness?”

Fill in the gaps between the patient’s version & the known diagnosis.



SETTING UP THE INTERVIEW

Encourage patient to bring a support person to their appointment.

Setting should be private & free of interruptions.

Be prepared.

Use a hopeful tone.



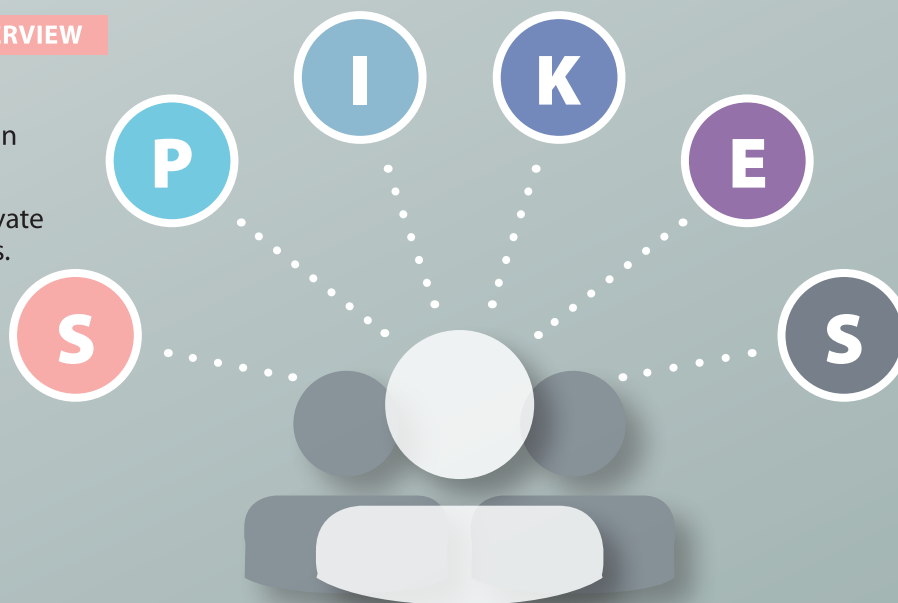
SUMMARY & FOLLOW-UP STRATEGY

Summarize the plan.

Provide a written summary.

Provide next steps & next appointments.

Offer appropriate resources.



Suggestions for Starting THE CONVERSATION

PHYSICAL IMPACT OF CANCER

"I notice things have been a bit more difficult for you lately."

"You seem to be really tired today, is this something new?"

EMOTIONAL IMPACT OF CANCER

"How have you been doing emotionally with things in the last while?"

"Patients often tell me it can be tough emotionally dealing with cancer. Can you tell me how you are doing?"

"Is there anything you are worried about?"

"Do you have the support you need from those around you?"

"I can see this is upsetting to you. Would you like to talk about things?"

LIMITED TREATMENT OPTIONS

"I wish things were different."

"The focus on how we manage your cancer is changing."

"I know you had some tough news today, would you like to talk about this a bit more?"

"I am wondering how you are doing with the tough news you received?"

"The tumor is growing and we need to start to talk about what things you might need to consider. Is it alright for us to talk about this now?"

ADVANCE CARE PLANNING

"Can we talk about some decisions you may face in the next while?"

"We need to discuss what makes sense based on where things are at for you right now."

"The tumor is growing and we need to talk about what this means."

PALLIATIVE CARE

"The focus on how we manage your cancer is changing"

"We will focus on your quality of life and make sure your symptoms are well managed."

"We want to give you the best care possible and want to ensure you are comfortable."

DIGNITY

"What do I need to know about you as a person to give you the best care possible?"

"What provides you meaning or purpose?"

HOPE

"What are you hoping for and how can we help to make this happen?"