

USING SPIKES PROTOCOL TO BREAK BAD NEWS

1. SET UP THE INTERVIEW

Communication Strategy	Nurse	Patient
Greetings	Good morning. Come on in.	Good morning. Thank you.
Introduction and offering a seat	I'm Betty, the nurse in the clinic. Nice to meet you, too. Please have a seat.	Oh, hi, Betty. Nice to meet you. Ok. Thank you.
Confirming identity.	Can you tell me your name ? Great. Mary Sabrina Smith. And, what's your birthdate ? Ok. Thanks. The reason I'm asking this is to make sure you are the correct patient.	Mary Sabrina Smith. That's right. June 10, 1955. Ok. That's a very good idea. I understand.
Purpose of the meeting.	So, Mary, can you tell me why you are here today? Yes. We do.	Oh. I had breast biopsy a week ago. So, I am here to get the result. You have the result, right?

2. CHECK PERCEPTION OF THE PATIENT

Communication Strategy	Nurse	Patient
Exploring perception and expectation	What do you know about biopsy? Have you talked to anyone about this? What did he/she tell you? What have you been told about you medical condition so far? What is your understanding of why we did the MRI?	They take my body tissue and check to see how serious it is. No, no one. I didn't have the chance to talk to anyone yet.

Checking how the person is feeling	How are you feeling today?	Okay, I guess. I don't know. I'm still shocked/confused.
Finding out the client's expectation about the result.	Do you have any idea what your pathology result is?	No. No idea. I was hoping to get good result.

3. INVITE PATIENT TO CHOOSE AN OPTION

Communication Strategy	Nurse	Patient
Preparing the information.	Let me get the information here. And, let's move a little bit closer.	Okay.
Showing the report.	This is the pathology report from your biopsy.	Is it good news?
Inviting the patient to choose between details and general picture.	I can go into details. But some patients just want to hear the general picture. What would you choose? How would you like me to give the information about the test results?	Just give me the big picture first.

4. KNOWLEDGE TO THE PATIENT

Communication Strategy	Nurse	Patient
Giving the big picture	Ok. Let's go down to the bottom part, right here, where it gives you the diagnosis.	All right.
Breaking the bad news.	Did you see the last part here?	What does it say?
Break the news by giving the facts.	According to the report, you have breast carcinoma cancer. I'm sorry to tell you about this.	(Looks shocked) What? What does it mean?

Explaining the facts.	It means that you need aggressive/serious treatment to deal with this.	Is it serious?
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5. MANAGING EMOTIONS OF THE PATIENT

Communication Strategy	Nurse	Patient
Identifying the emotion	Were you expecting to hear this result?	I knew there was a possibility but I was hoping to get a better result.
Showing empathy	I'm sorry. I wish I could give you better news.	No... No... I couldn't believe this is happening to me.
Involving others	Is there anyone you would like to talk to at the moment before the doctor explains the details?	No, I don't have anyone right now. Perhaps, I can call my sister later.

6. STRATEGY AND SUMMARY

Communication Strategy	Nurse	Patient
Sharing the strategy	When you are ready, the doctor will discuss with you what options are available for you at this stage.	Okay.
Summarizing the follow up.	Then, we can discuss the steps to take as a follow up to the option you choose.	All right. Thanks.