

## Communications at the End Of Life

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## Giving Bad News

- Setting and listening skills
- Patient's perception of condition
- Invitation from patient to give information
- Knowledge in giving medical facts
- Explore emotions and empathize as patients respond
- Strategy and summary

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## Patient and Family as the Unit of Care

- Family is any significant other who participates in the care and well-being of the patient
- Death of a members brings to the table all of their unique hopes, dreams, problems and communication styles

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### Speaking with the Bereaved

- I know exactly how you are feeling ---Not Helpful
  - I am sorry that you are going through this painful process
  - It must be hard to accept this has happened
- I am always here for you , call me if you need anything---Not Helpful
  - I can bring you dinner Tuesday or Wednesday, which is better for you?

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### Speaking with the Bereaved

- At least her suffering is over. She is in a better place---Not helpful
  - You will never forget\_\_\_\_\_, will you?
  - It's not easy for you, is it?
- At least she died doing something she loved---Not helpful
  - It must be hard to accept that this happened.
  - I did not know \_\_\_\_\_, will you tell me about her?

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### Reflection

- Would you want to know the circumstances of your own death?
- Would you want to die suddenly, with no chance to say good-bye to you loved ones?
- Would you want to die from a protracted illness that gave you time to plan and complete unfinished business with those you love?

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### Reflection

- If some one you loved were terminally ill, would you want him or her to die in your care?
- Would you want your loved one to die in this hospital?
- Would YOU want to die in a hospital?

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### Media Message

- The Shootist
- WIT
- Terms of Endearment
- Steel Magnolias
- Million Dollar Baby
- PS I Love You
- A Death of One's Own

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