

Bad News Communication Protocols in the Medical Field

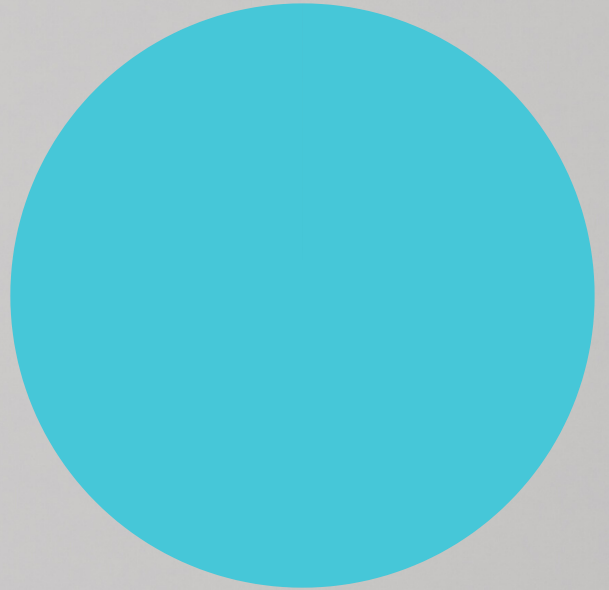


Survey Summary

This project (2019-1-RO01-KA202-064021) has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Erasmus+



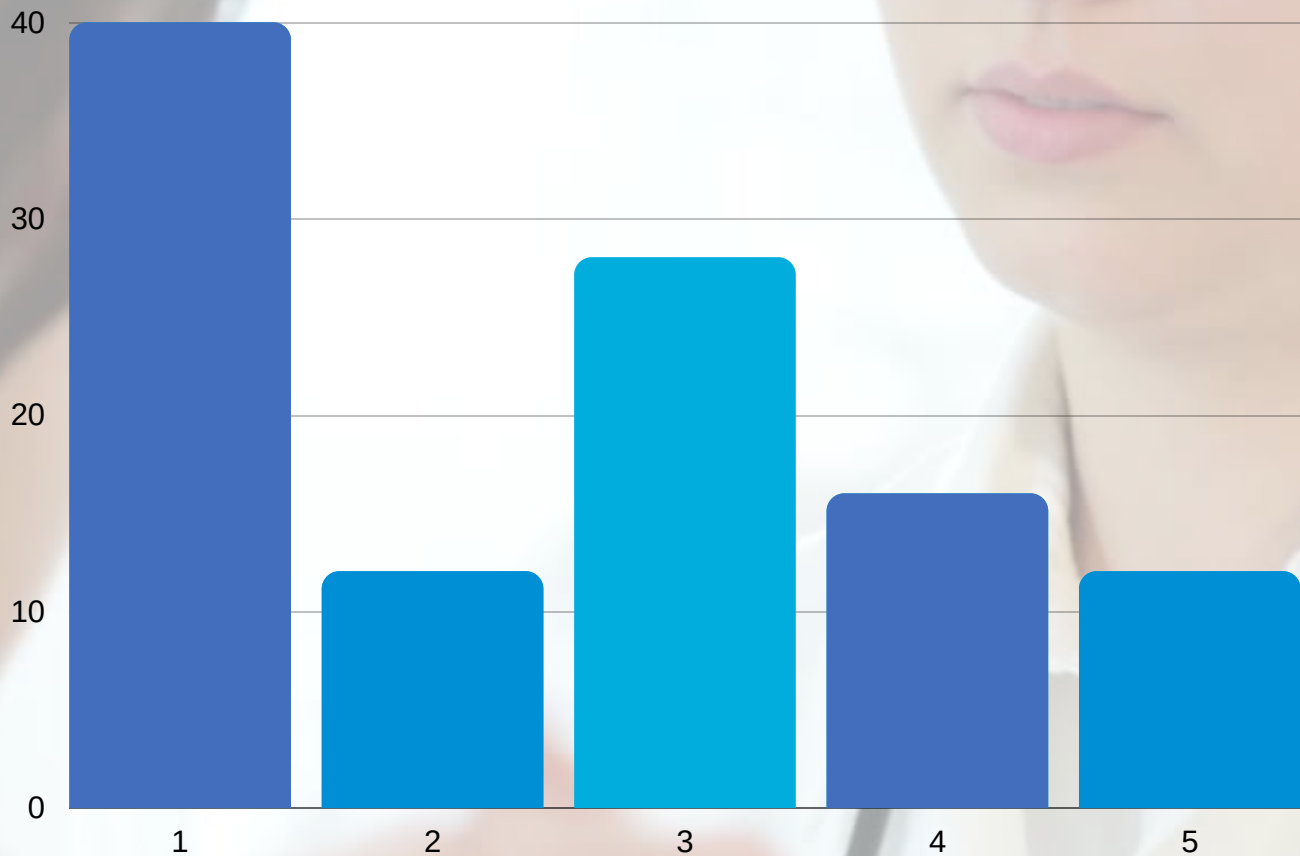
Medical
Doctor
100%

Respondent Sample

108 Healthcare Professionals
Age Range: 25-75
Country: Italy

To what extent do the following statements apply for you?

I frequently communicate news about death



1 = Completely false

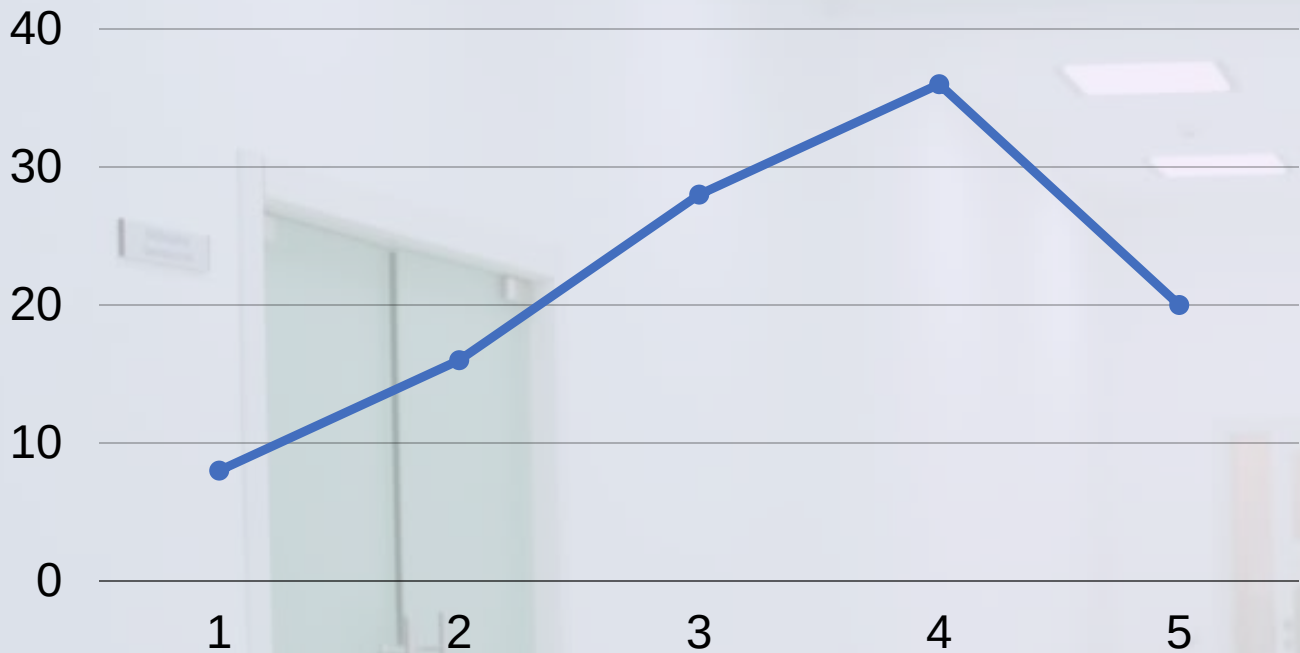
5 = Completely true



Bad News Communication Protocols
in the Medical Field



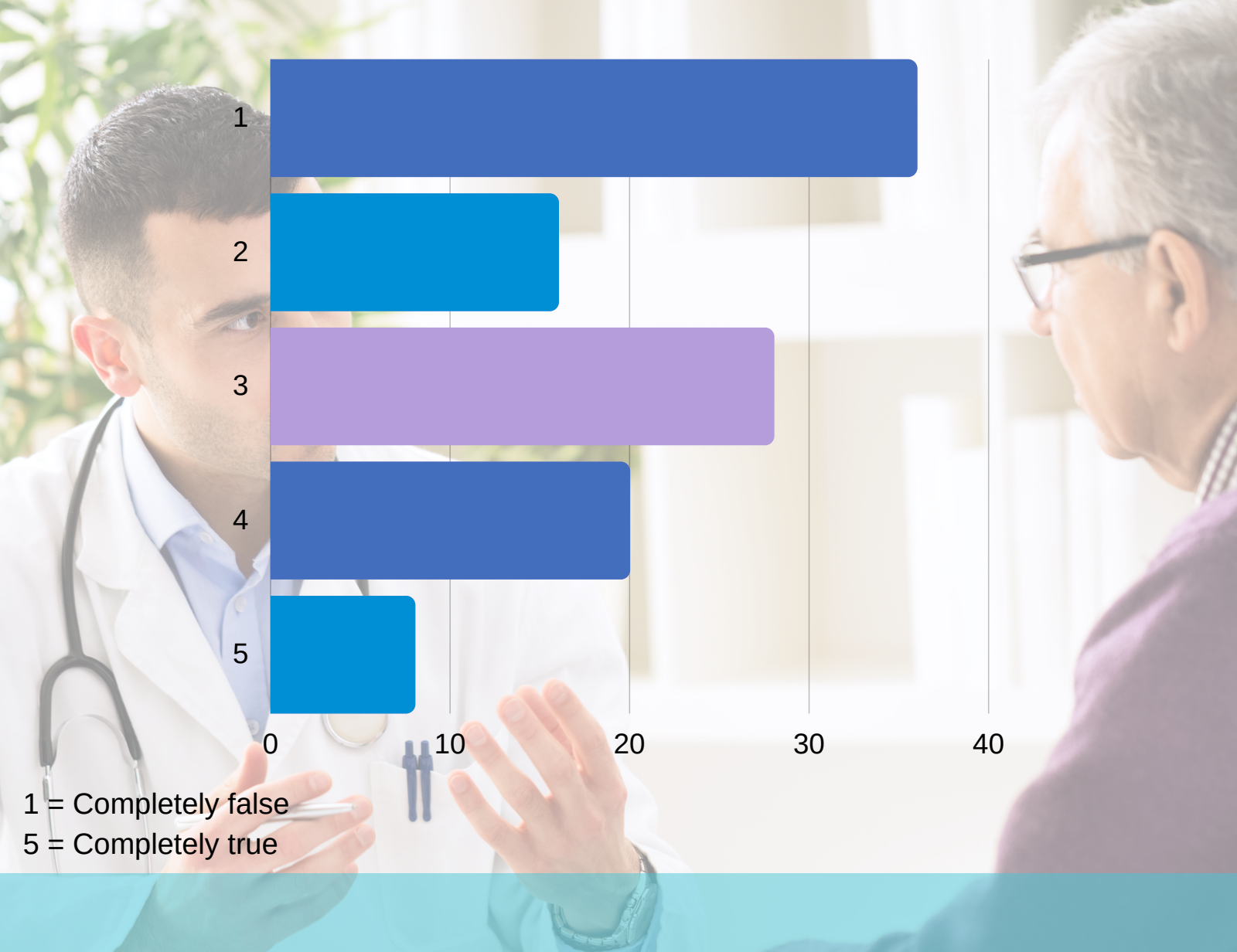
Erasmus+



1 = Completely false
5 = Completely true

*I frequently communicate
news about
serious/terminal illness*





1

2

3

4

5

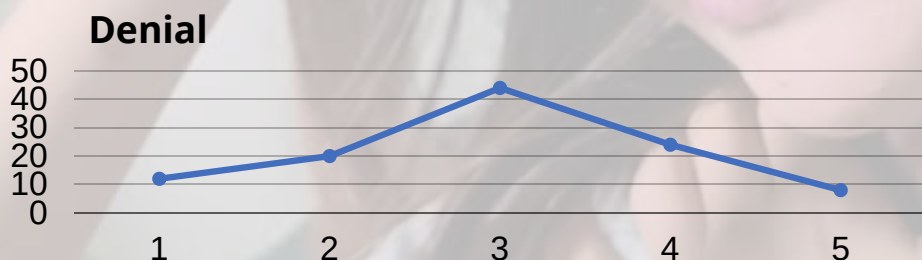
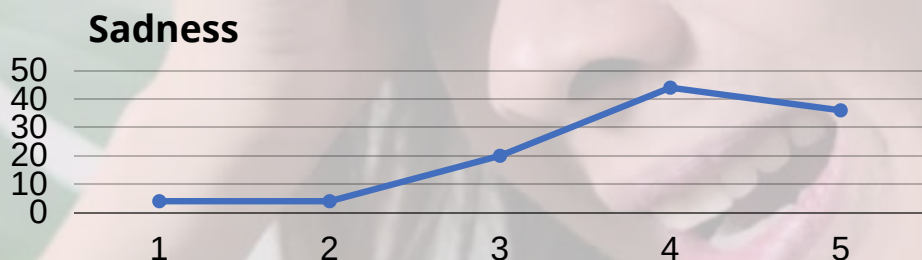
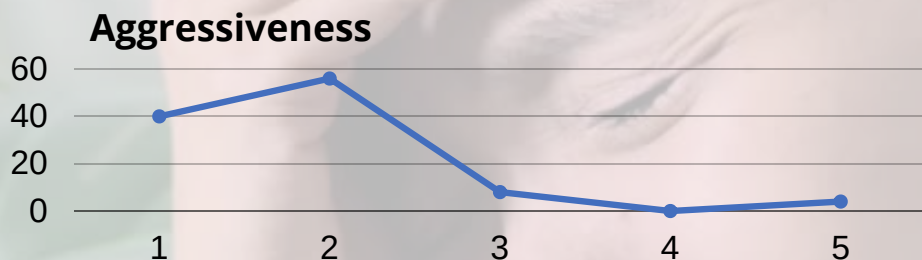
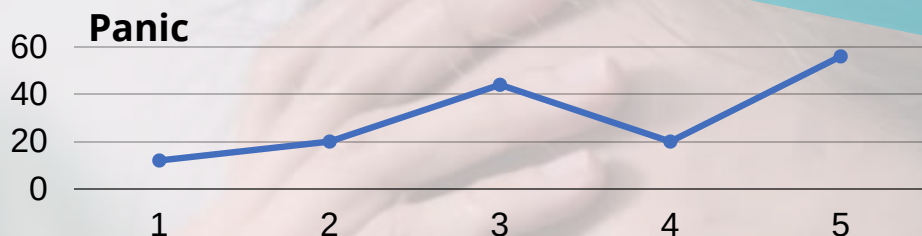
0 10 20 30 40

1 = Completely false

5 = Completely true

I am familiar with specific techniques and protocols for communicating bad news.

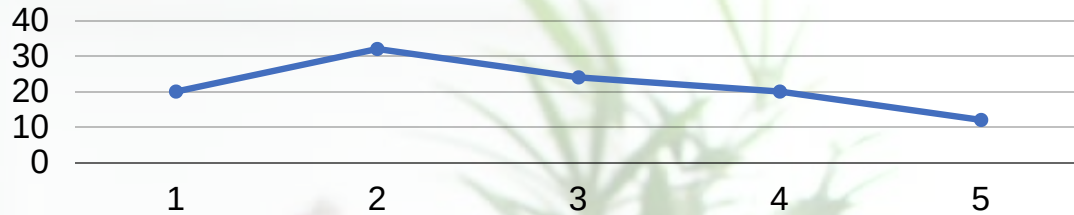
What are the most frequent reactions of your patients when they receive news of having a serious/terminal illness?



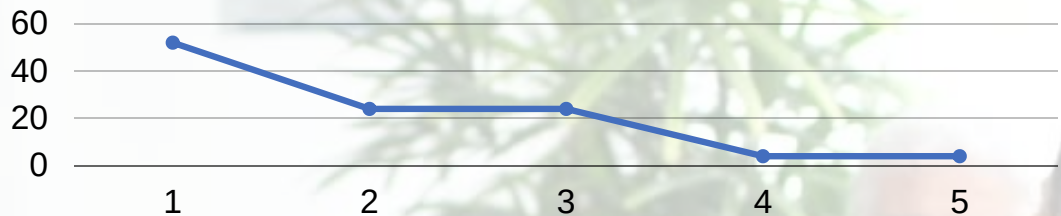
Reaction encountered:
1 = Very rare/ Never
5 = Very frequent

Reaction encountered:
1 = Very rare/ Never
5 = Very frequent

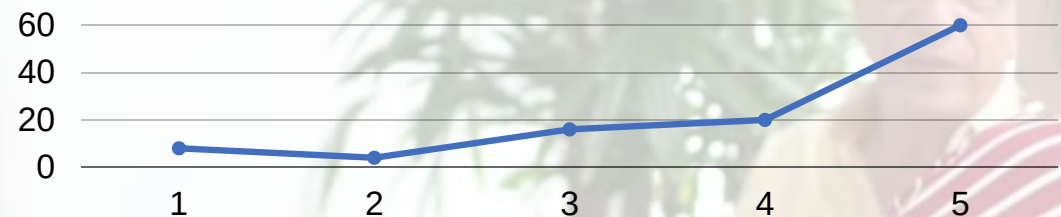
Panic



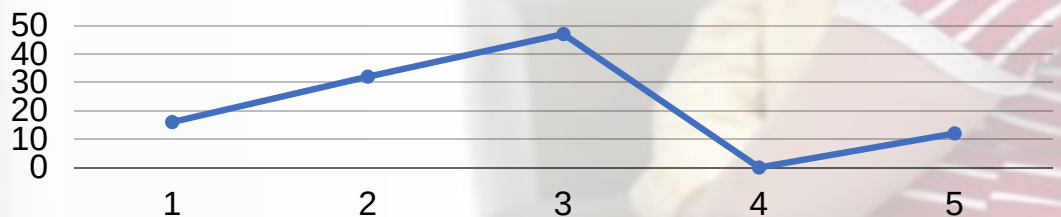
Aggressiveness



Sadness

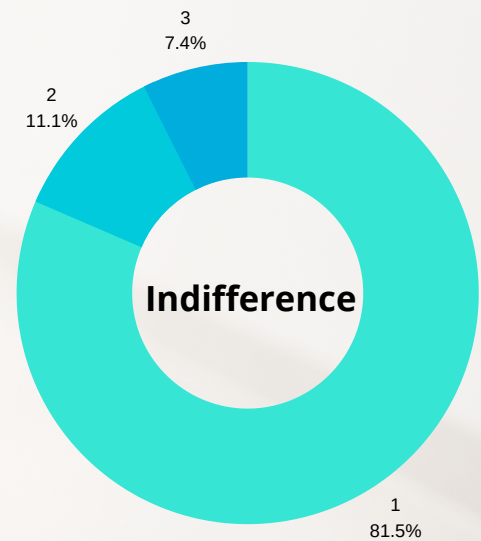
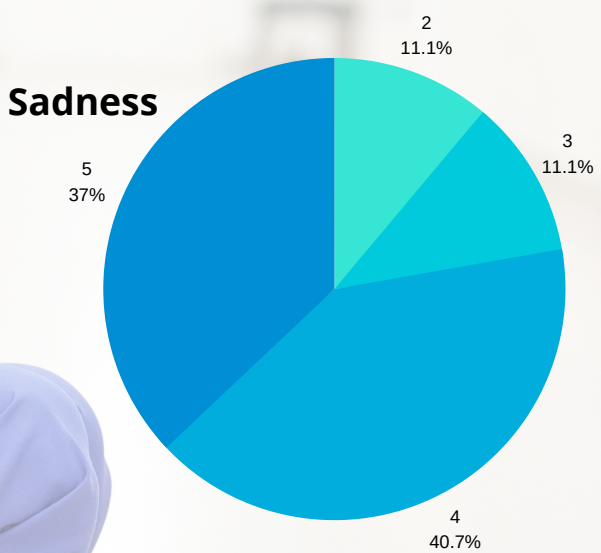
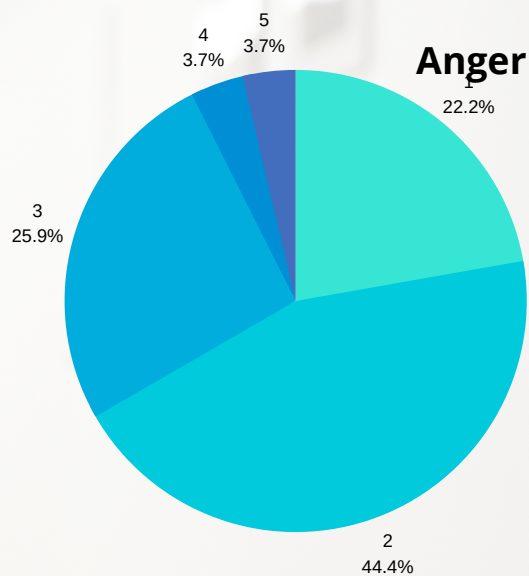
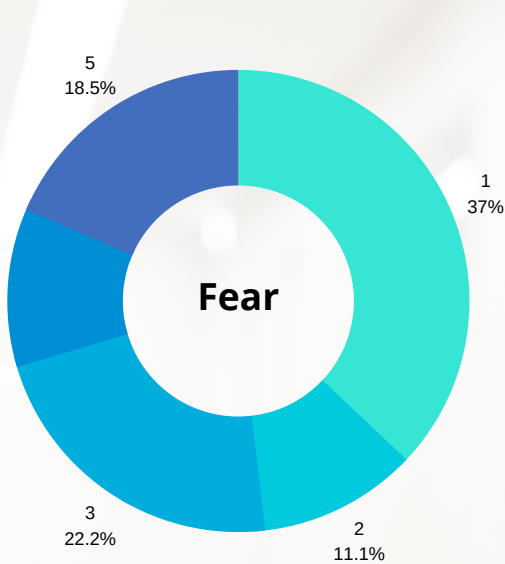


Denial



What are the most frequent reactions of the next of kin when they receive news of death of the patient?

What are the emotions that you experience most frequently when you communicate bad news?



Reaction encountered:

1 = Very rare/ Never

5 = Very frequent

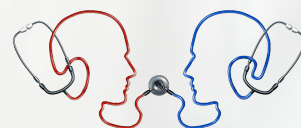
To what extent do you agree with the following statements?

The way that I communicate bad news can prevent adverse reactions of the interlocutor (panic, aggressivity, sadness, denial)



1 = Completely false

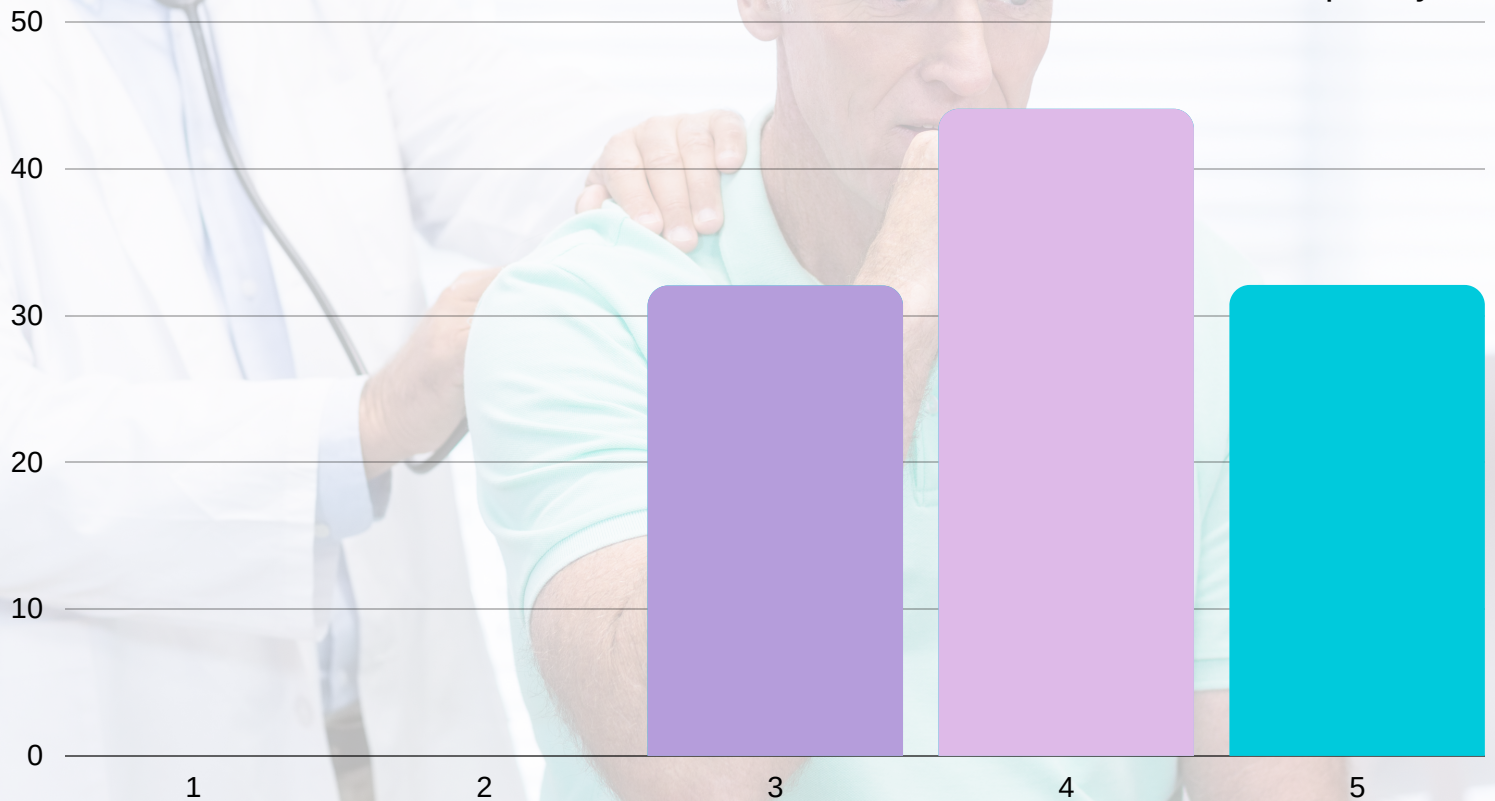
5 = Completely true

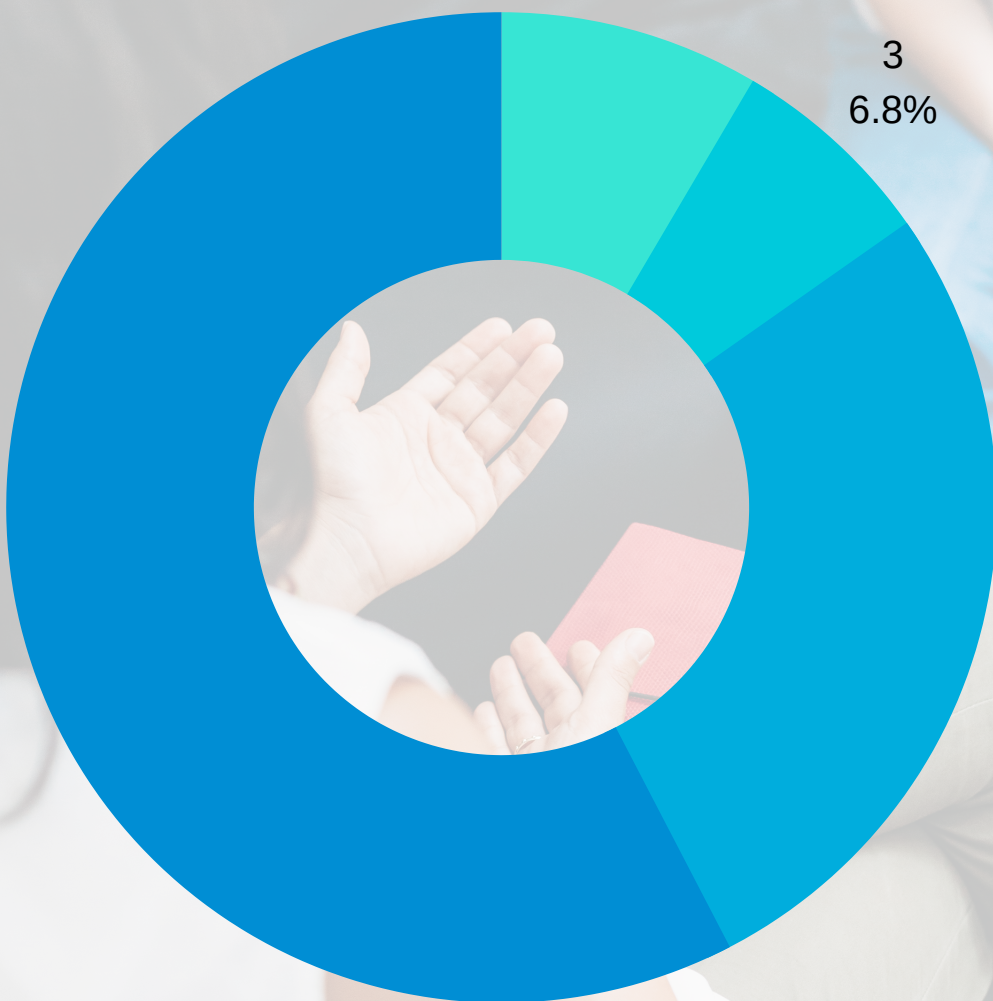
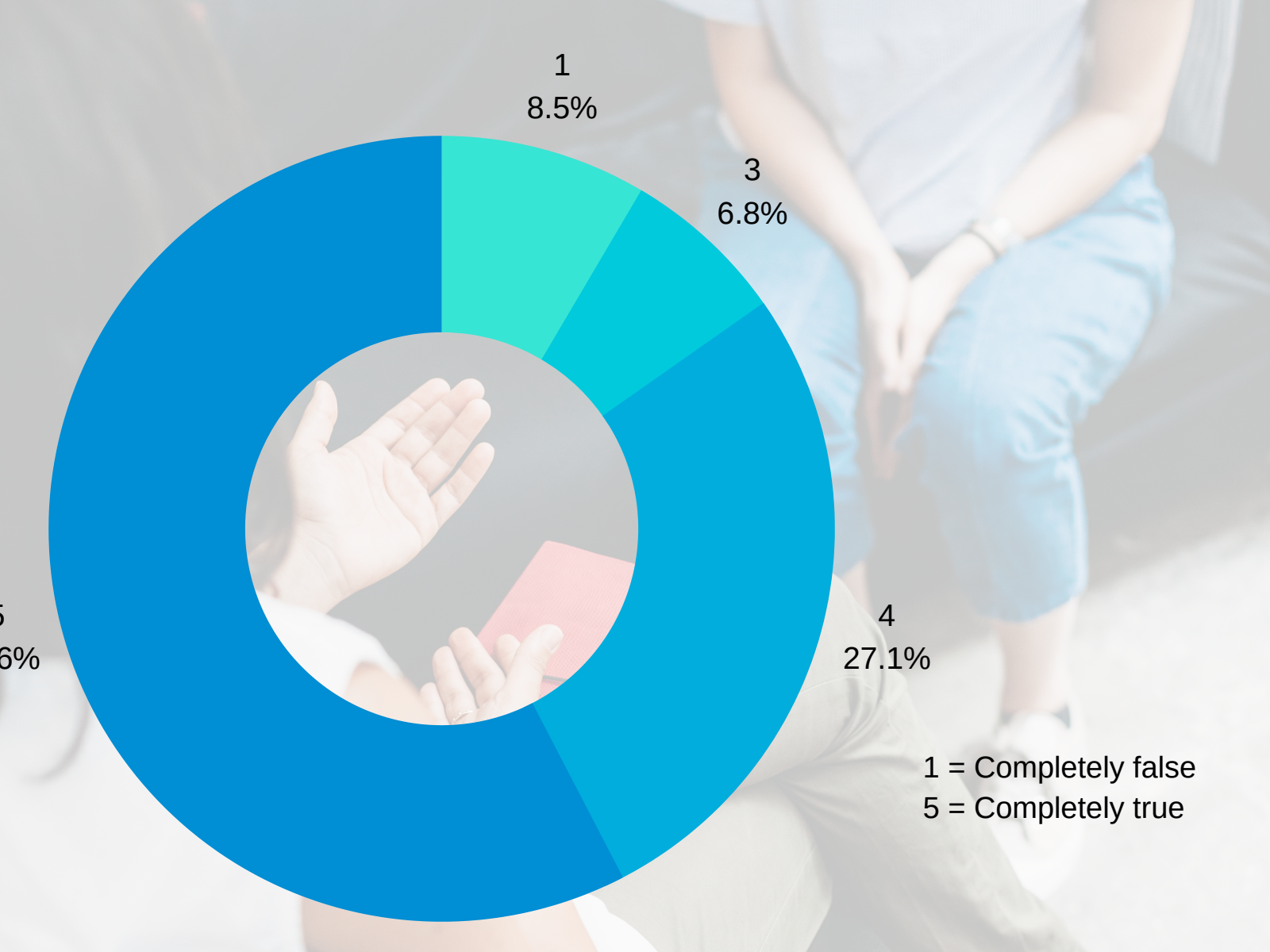


Bad News Communication Protocols
in the Medical Field

I believe that my skills of communicating bad news must be improved.

1 = Completely false
5 = Completely true





1
8.5%

3
6.8%

4
27.1%

5
21.6%

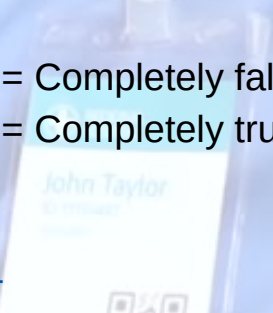
1 = Completely false
5 = Completely true

I believe that people receiving bad news need psychological support.

I have a decisive role in preventing potential collateral damage of communicating bad news.



1 = Completely false
5 = Completely true





1 = Completely false
5 = Completely true

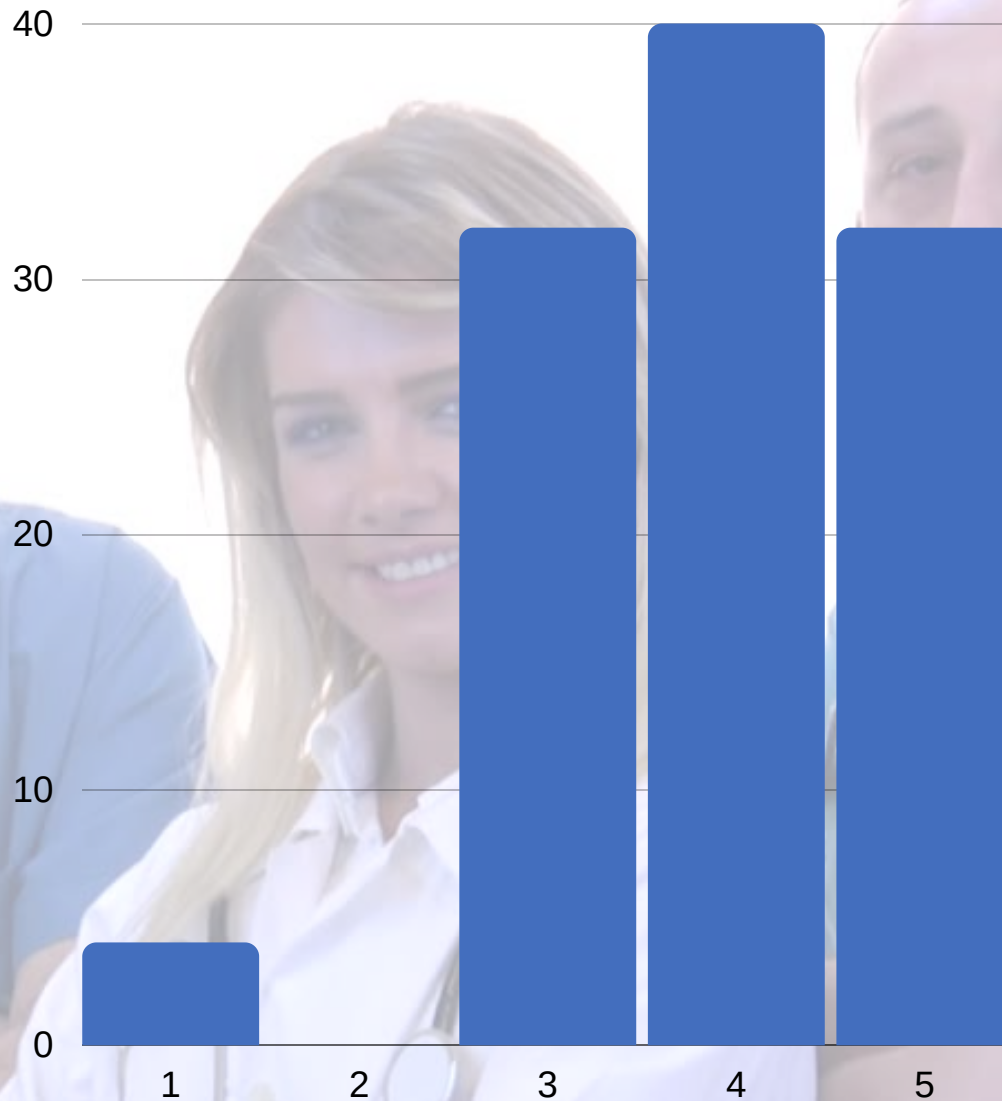
Communicating bad news is stressful for me.



Bad News Communication Protocols
in the Medical Field

1 = Completely false

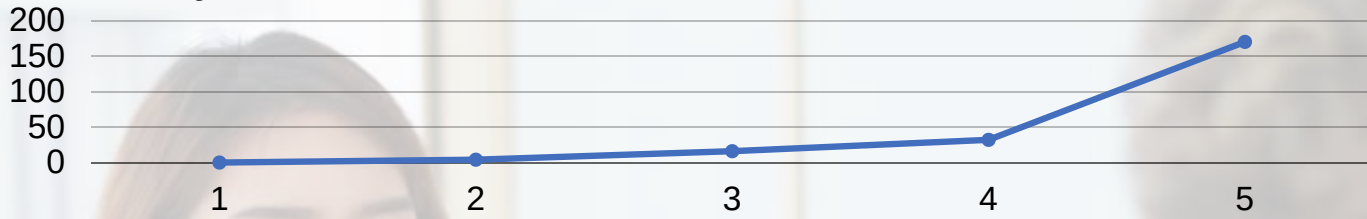
5 = Completely true



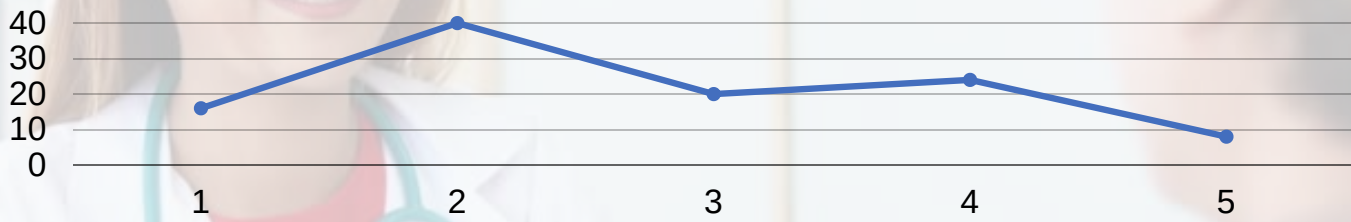
I am satisfied with my professional activity.

1 = Not at all important
5 = Very important

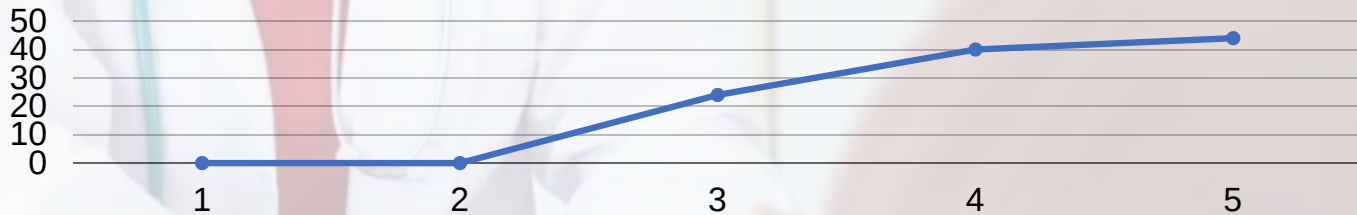
To use eye contact



To only address technical aspects (medical, scientific, regarding the incident)



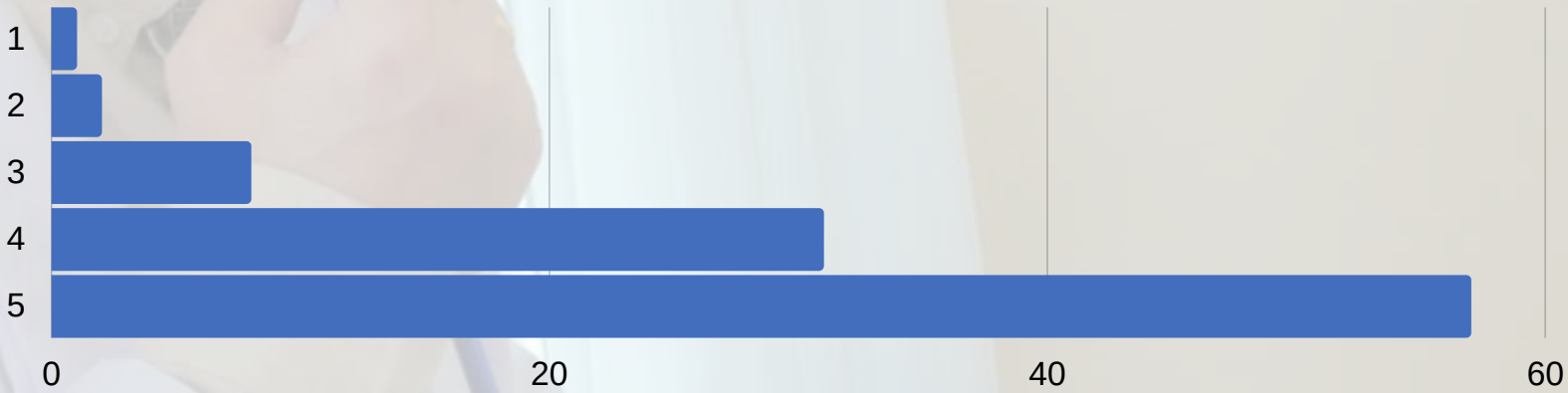
To allow time for adverse reactions



How important are the following when communicating bad news?

1 = Not at all important
5 = Very important

To offer psychological support to the interlocutor



To introduce myself at the beginning of the conversation with the patient or next of kin



How important are the following when communicating bad news?



This project (2019-1-RO01-KA202-064021) has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Erasmus+