

## Delivering Bad News – Covid 19

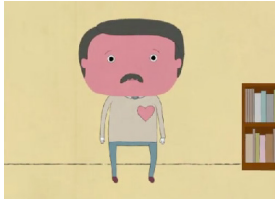

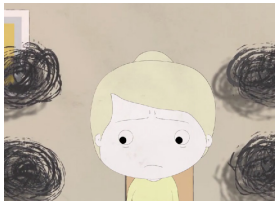


There is an accompanying video for this factsheet on Delivering Bad News – Covid 19 at <https://www.youtube.com/watch?v=7MRPrP2mdl4&feature=youtu.be>.

Please view this video as well as reading this factsheet to help you prepare to Deliver Bad News well.

In the current Covid-19 pandemic there may be situations where you have to deliver difficult or bad news to a patient or family member. How you communicate the news is really important. This factsheet will provide you with guidance on how to deliver bad news well.



### 5 Steps (PMWAP) to Delivering Bad News Well in Covid 19

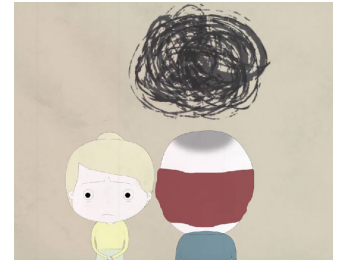
1. <b>Prepare yourself</b>		<ul style="list-style-type: none"> <li>• Set <b>time</b> aside</li> <li>• Know all the relevant <b>facts</b></li> <li>• Have someone with you</li> </ul>
2. <b>Make a good connection</b>		<ul style="list-style-type: none"> <li>• Sit down</li> <li>• Introduce yourself</li> <li>• Build on what the person knows</li> </ul>
3. <b>Warning shot</b> — then break the news in clear terms		<ul style="list-style-type: none"> <li>• Give a '<b>warning shot</b>'</li> <li>• Pause a moment, then</li> <li>• Gently give the headline news</li> </ul>
4. <b>Acknowledge the shock.</b> Let them respond. Deal with their concerns		<ul style="list-style-type: none"> <li>• Acknowledge the impact of the news</li> <li>• Validate the person's emotions</li> <li>• Deal with their concerns</li> </ul>
5. <b>Plan and follow-up</b>		<ul style="list-style-type: none"> <li>• Give the person a clear <b>plan</b> as to what will <b>happen next</b>.</li> <li>• Identify supports and contacts</li> </ul>

# Irish Hospice Foundation

## Care & Inform

### What is 'Bad' News?

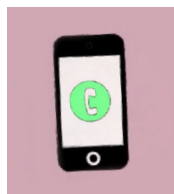
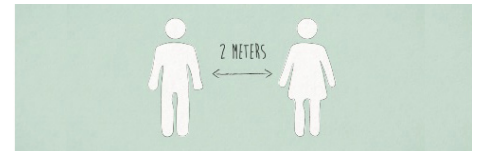
This might seem like an obvious question, but the answer depends on the person receiving the news. "Bad news" is any information that alters a patient's expectations of their future.



### The Covid 19 Context

There are many potential situations with Covid 19 where you may have to deliver difficult news such as:

1. Confirming a Diagnosis of Covid 19
2. Informing a person that they have to: self-isolate / go to hospital / ICU /are not allowed visitors
3. Telling people that their loved one: has deteriorated / is dying / has died – you may not be able to visit / attend funeral



### Delivering Bad News on the Phone

Tone of voice = 86%

Words = 14%.

The tone you use is really important.

### Resources

Irish Hospice Foundation – Care and Inform Covid 19 Hub  
<https://hospicefoundation.ie/covid19careandinform/>

HSE – Communications Guide for Difficult Conversations  
<https://www.hse.ie/eng/about/our-health-service/healthcare-communication/nhcp-guidance-for-difficult-conversations.pdf>

Vital Talk COVID Ready Communication Playbook  
[https://www.vitaltalk.org/wp-content/uploads/VitalTalk\\_COVID\\_English.pdf](https://www.vitaltalk.org/wp-content/uploads/VitalTalk_COVID_English.pdf)



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