

Delivering Bad News – Covid 19

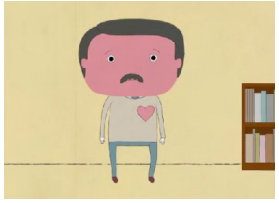

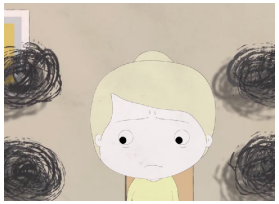


There is an accompanying video for this factsheet on Delivering Bad News – Covid 19 at <https://www.youtube.com/watch?v=7MRPrP2mdl4&feature=youtu.be>.

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

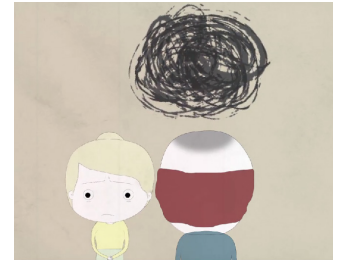
1. Prepare yourself		<ul style="list-style-type: none"> • Set time aside • Know all the relevant facts • Have someone with you
2. Make a good connection		<ul style="list-style-type: none"> • Sit down • Introduce yourself • Build on what the person knows
3. Warning shot — then break the news in clear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

Irish Hospice Foundation

Care & Inform

What is 'Bad' News?

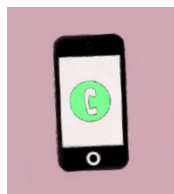
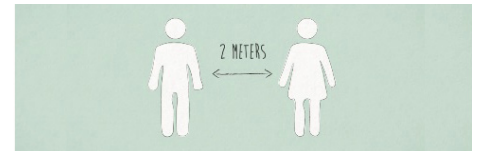
This might seem like an obvious question, but the answer depends on the person receiving the news. "Bad news" is any information that alters a patient's expectations of their future.



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



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