

Slide 1

**\*SPIKES Training**

William Saalfeld RN, BA, BSN, CCRN, CHPN



---

---

---

---

---

---

---

---

---


---

Slide 2

**\*Pre-Training Survey**

Please click here to complete the [Pre-Training Survey](#)  
(16 Questions, opens in a new window)

Thank You for participating – It is greatly appreciated 😊



Click on the navigation buttons below to resume slides

---

---

---

---

---

---

---

---

---

---

Slide 3

**\*Acknowledgement**

- "SPIKES" - A Six-Step Protocol for Delivering Bad News. Walter F. Baile, Robert Buckman, Renato Lenzi, Gary Glober, Estela A. Beale, Aandrzai P. Kudelka 2000
- VitalTalk.org - Website specializing in developing and facilitating advanced communication skills courses and faculty training courses focused on balancing honesty with empathy when discussing serious illness and end of life care.
- Interpersonal Communication And Relationship Enhancement: I-CARE - University of Texas MD Anderson Cancer Center
- mypcnow.org - Website to advance the care of Wisconsin patients and families through the growth of generalist and specialist palliative care services in all health care settings.
- Growth House, Inc. - Provides education about life-threatening illness and end of life care. Primary mission is to improve the quality of compassionate care for people who are dying through public education and global professional collaboration.
- Dying in America: Improving Quality and Honoring Individual Preferences Near the End of Life - Committee on Approaching Death 2015. Addressing Key End-of-Life Issues. Institute of Medicine of the National Academies
- Appropriate Use of Medical Resources - Aligning Treatment with Patient Priorities in the Context of Progressive Disease for Users of the ICU 2014. The American Hospital Association
- Clinical Practice Guidelines for Quality Palliative Care - Third Edition 2013: National Consensus Project for Quality Palliative Care
- Palliative Care in the Outpatient Setting - A Comparative Effectiveness Report 2016: Institute for Clinical and Economic Review



Links open in new window

---

---

---

---

---

---

---

---

---

---

Slide 4

Why don't we talk about bad news?



---

---

---

---

---

---

---

---

Slide 5

Why should we talk about bad news?



---

---

---

---


---

---

---

---

Slide 6

**\* Learning Objectives** 

---

Describe differences between generalist and specialist palliative care.

---

Describe two reasons that clinicians fail to give bad news in an honest, succinct manner.

---

Describe how patients want bad news to be delivered.

---

List at least three key steps in presenting bad news.

---

List three things a clinician can do to demonstrate empathy.

---

---

---

---

---

---


---

---

Slide 7

**\* When you hear Palliative Care ...**

<b>Old Thinking</b>	<b>New Thinking</b>
<ul style="list-style-type: none"><li>• Death/Dying</li><li>• Failure</li><li>• Emotional</li><li>• End-of-life service line</li></ul>	<ul style="list-style-type: none"><li>• Patient-centered care</li><li>• Responsive/Problem solving</li><li>• Reducing unwarranted medical care</li><li>• Care across the continuum</li></ul>



---

---

---

---

---

---

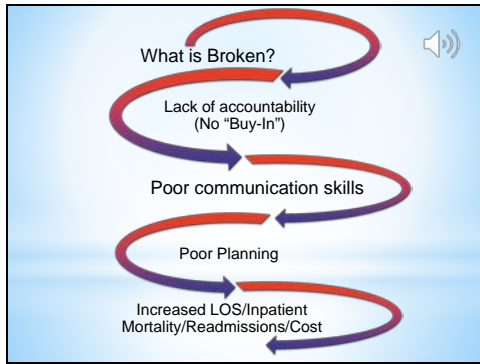
---

---

---

---

Slide 8



---

---

---

---

---

---

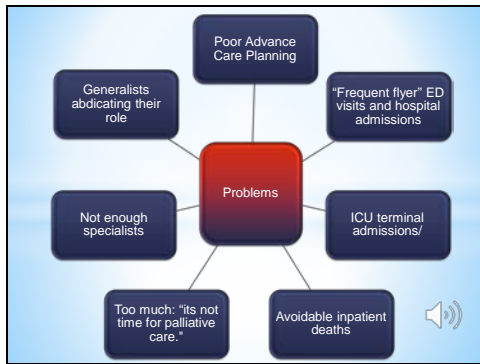
---

---

---

---

Slide 9



---

---

---

---

---

---

---

---

---

---

Slide 10




---

---

---

---

---

---

---

---

Slide 11

## “SPIKES”

- Setting
- Perception
- Invitation
- Knowledge
- Empathy
- Summary

Link opens in new window

---

---

---

---

---

---

---

---

Slide 12

### FAMILY MEETING SIMULATION

- Patient: Floyd Johnson
- 23 year old previously healthy man
- Admitted with meningitis and septic shock complicated by seizures
- Meeting after 72 hours on the vent - MRI with moderate edema and multiple areas of infarction
- Neurology: Poor prognosis for functional recovery
- Meeting with mother: Shirley Johnson

---

---

---

---

---

---

---

---

Slide 13

**Vignette 1**

**BREAKING BAD NEWS**

Mrs. Johnson is a 45 yr. old woman. She has been feeling tired for the past few months & developed abdominal pain. An abdominal CT scan revealed an abnormality near her pancreas. A biopsy was performed to rule out infection or tumor. She is awaiting her results.

---

---

---

---

---

---

---


---

---

---

---

Slide 14

Setting 

- Who: Invite/Introduce the important people
- What: Get the facts straight
- When: Convenient time, don't rush
- Where: Quiet, private room
- Why: Purpose of the meeting

Link opens in new window

---

---

---

---

---

---

---


---

---

---

---

Slide 15

Perception 

- What does the patient know?
  - "Tell me what you understand..."
    - "What have the other doctors told you?"
- Observe for knowledge and emotion

Link opens in new window

---

---

---

---

---

---

---

---

---

---

---

Slide 16

[Invitation](#) 

- Ask permission
- Ask for preferences
- Ask about history of receiving medical information

Link opens in new window

---

---

---

---


---

---

---

---

Slide 17

[Knowledge](#) 

- “I’m sorry to say that I have some bad news to tell you...”
- Give the facts clearly and what the results mean
- Use plain verbiage

Link opens in new window

---

---

---

---


---

---

---

---

Slide 18

[Empathy](#) 

- Allow silence
- Acknowledge emotion
  - “This must be overwhelming.”
- Acknowledge conflict for what it is... **Emotion**

Link opens in new window

---

---

---

---


---

---

---

---

Slide 19

Summary 

- “What questions do you have?”
- “We’ve talked about a lot today, can you tell me what you understand?”
- Make a plan for follow-up

Link opens in new window

---

---

---

---

---

---

---

---

Slide 20

“SPIKES” 

Setting  
Perception  
Invitation  
Knowledge  
Empathy  
Summary

Link opens in new window

---

---

---

---

---

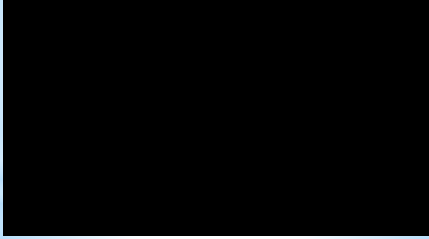
---

---

---

Slide 21

\* **Better Performance 1**



---

---

---

---

---


---

---

---

Slide 22

**\*Better Performance 2**



---

---

---

---


---

---

---

---

Slide 23

**\*Post-Training Survey** 

Please click here to complete the [Post-Training Survey](#)  
(9 Questions, opens in a new window)

**Thank You** for your attention and participation ©

---

---

---

---

---

---

---

---