

The Conversation

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Emotions of the human heart

- We are optimists.
- We long for good news.
- We hope for good news.
- We pray for good news.
- Bad news is difficult.

The emotions of bad news

- Elizabeth Kubler Ross taught us about the emotional response to grief.
- Grief and bad news bring on the same emotions.
- How do you think people feel when receiving bad news?

Emotional response to bad news

- Denial, disbelief
- Anger
- Bargaining
- Depression
- Acceptance

The conversation synonyms

- Breaking bad news
- The difficult conversation
- Goals of care conversation
- The Conversation

The first emotional response

- Denial, disbelief, push back.
- How can we improve the conversation?

Our goals of the Conversation

- Improve quality decision making
- Reduce emotional chaos
- Validate patient and family
- Support patient centered decisions
- Be different
- Be trusted

Goals of the Conversation

- Be different
- Be trusted
- Remove denial from the conversation
- Move patient/family from emotional chaos to intellectual understanding
- Support quality decision making

How to achieve our goals, be different

- Knock
- Acknowledge
- Introduce
- Sit down
- Active listening

How to achieve our goals, be trusted

- “I’m here to help.”
- “Tell me about your loved one.”
 - Their condition
 - As a person
- “Tell me about your relationship with them.”
- Support the patient and the relationship.

Situational awareness

- Keen sensitivity to the emotions of participants.
- Alert to the mood and attitude of loved ones.
- Address the feelings of those involved.
- Don't take sides.

Dialectical conversation, remove denial

- As healthcare professionals we are educators.
- We explain and tell and show and describe.
- The dialectical conversation educates by asking.
- This is an interrogative conversation.
- Sometimes called the “Ask, ask, ask, tell” conversation.

Develop the intellectual structure

- Ask questions to educate the patient and family.
- As they answer they build an intellectual structure.
- Emotions of loss and grief will persist.
- Emotions of chaos and denial will diminish.

Principle of substituted judgement

- “We want everything”
- What would your loved one want?
- What is most important today?
- What would he/she tell us?

Do and say

- Rest of their life care
- Talk only of the patient
- What are their needs?
- Tell me about that

Don't and don't say

- End of life care
- Refer to your family or other patients
- What we provide
- Let me explain

The Conversation

- An initial difference
- Situational awareness
- Active listening
- Dialectical conversation
- Principle of substituted judgement
- What is most important today?
- What are his/her needs

Thank you