

## Bad News Communication Protocols in the Medical Field

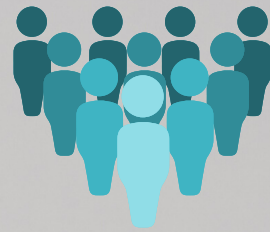


## Survey Summary

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

10 Healthcare Professionals  
Age Range: 27 - 61  
Country: Cyprus

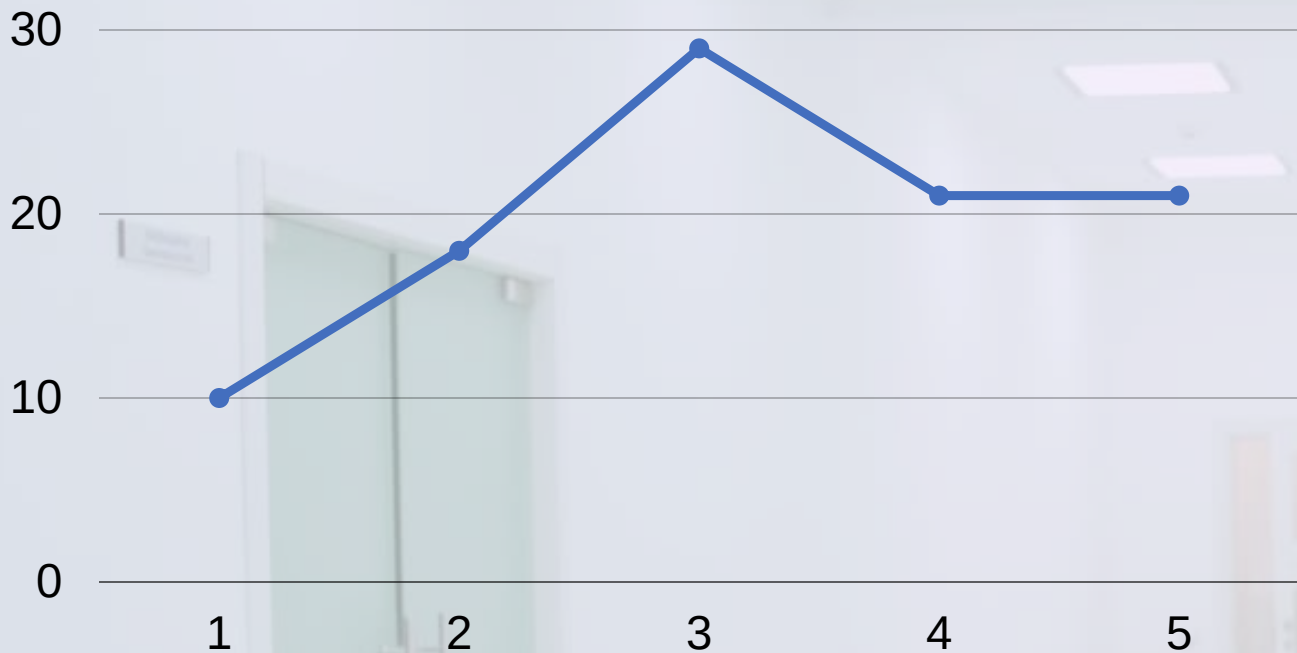
# To what extent do the following statements apply for you?

*I frequently communicate news about death*



1 = Completely false

5 = Completely true

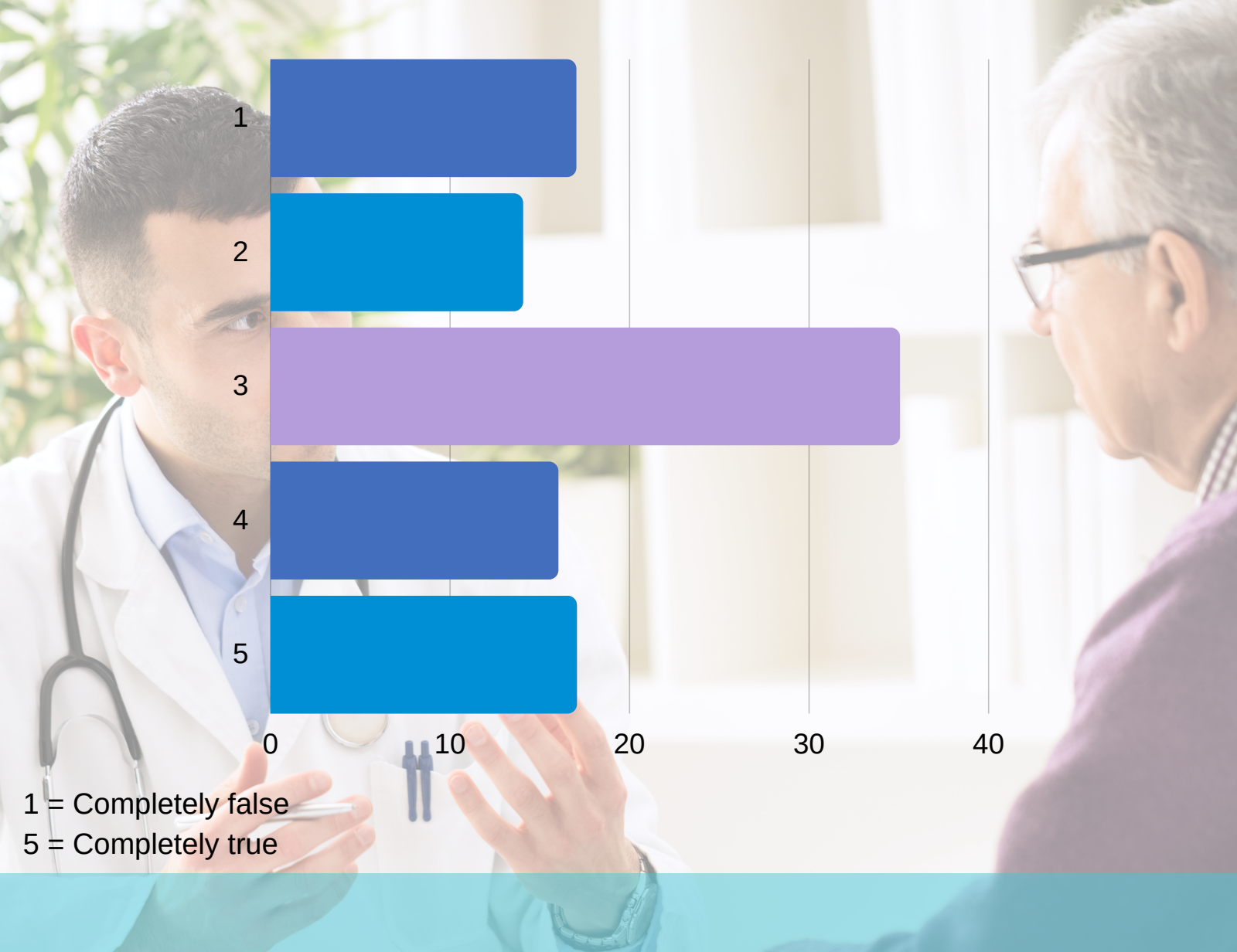


1 = Completely false  
5 = Completely true

*I frequently communicate  
news about  
serious/terminal illness*







1

2

3

4

5

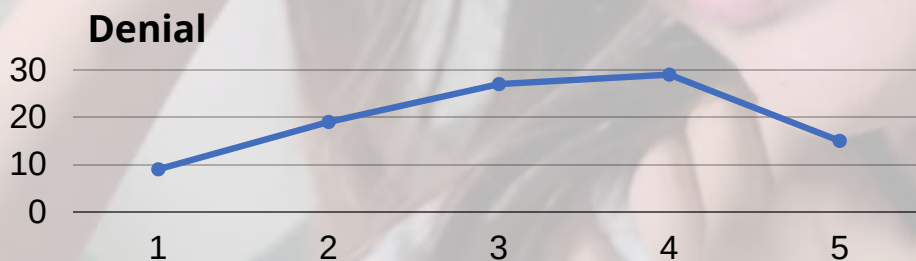
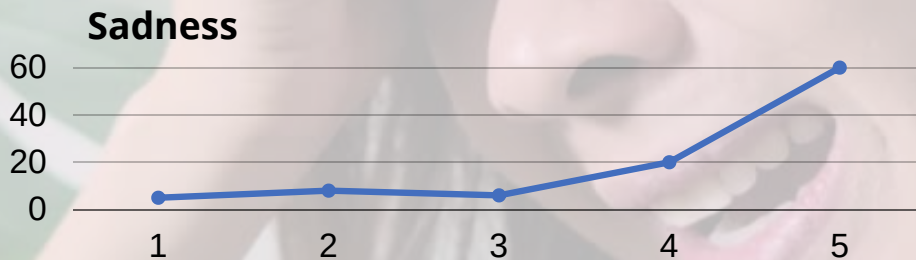
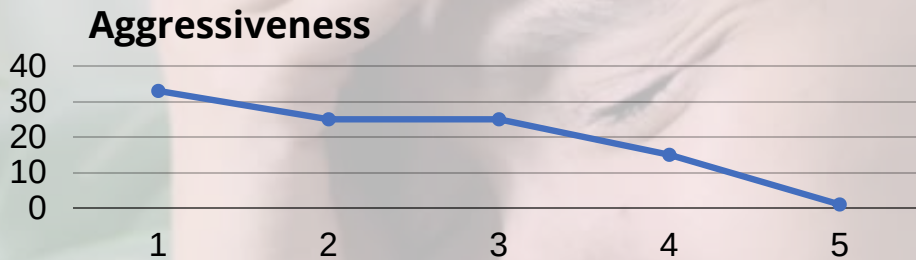
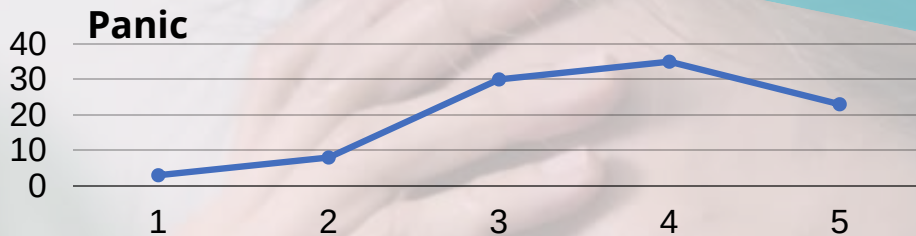
0 10 20 30 40

1 = Completely false

5 = Completely true

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

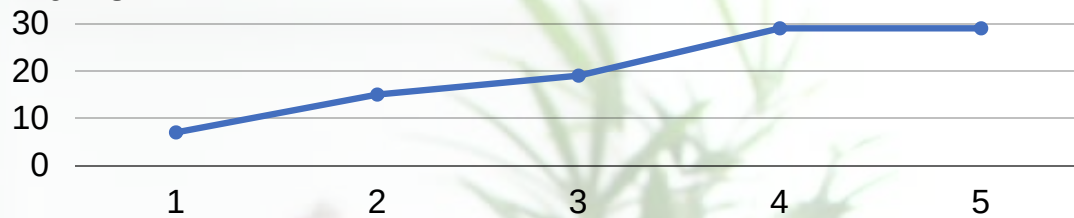
# What are the most frequent reactions of your patients when they receive news of having a serious/terminal illness?



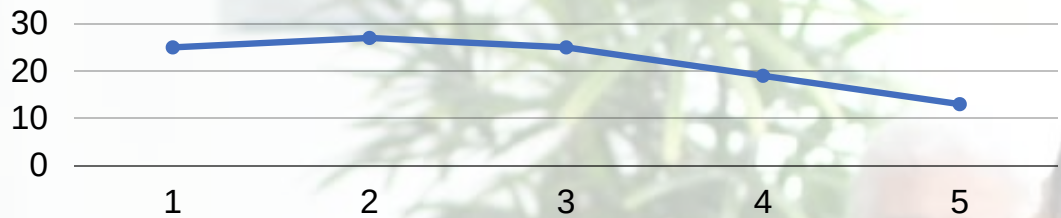
Reaction encountered:  
1 = Very rare/ Never  
5 = Very frequent

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1 = Very rare/ Never  
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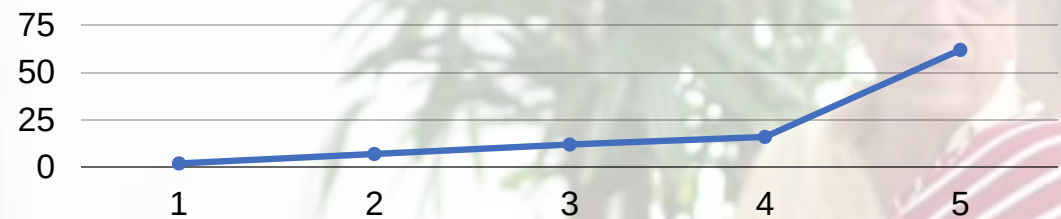
### Panic



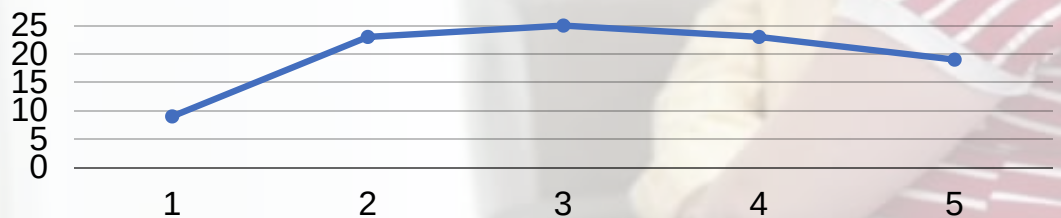
### Aggressiveness



### Sadness



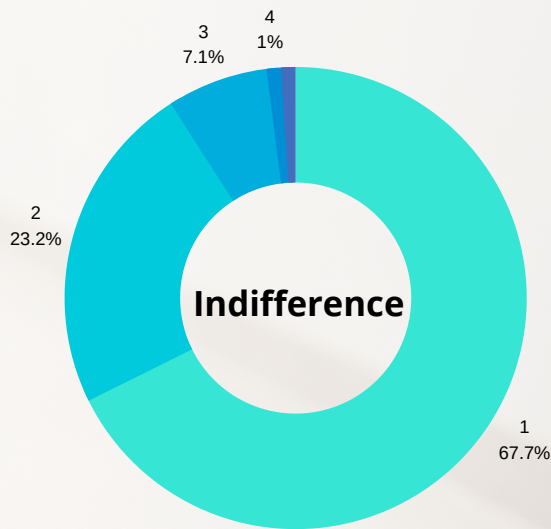
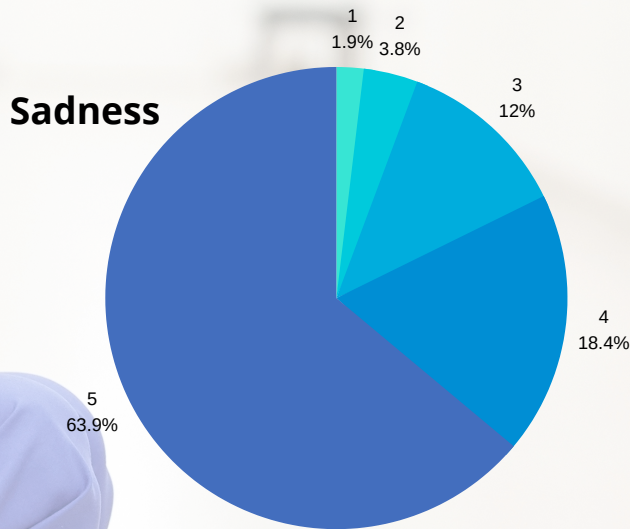
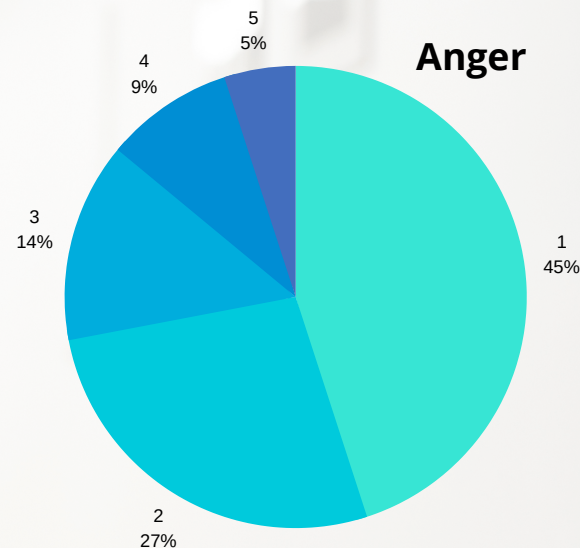
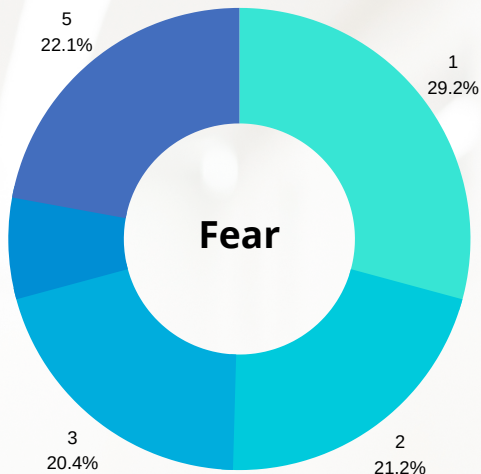
### Denial



*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

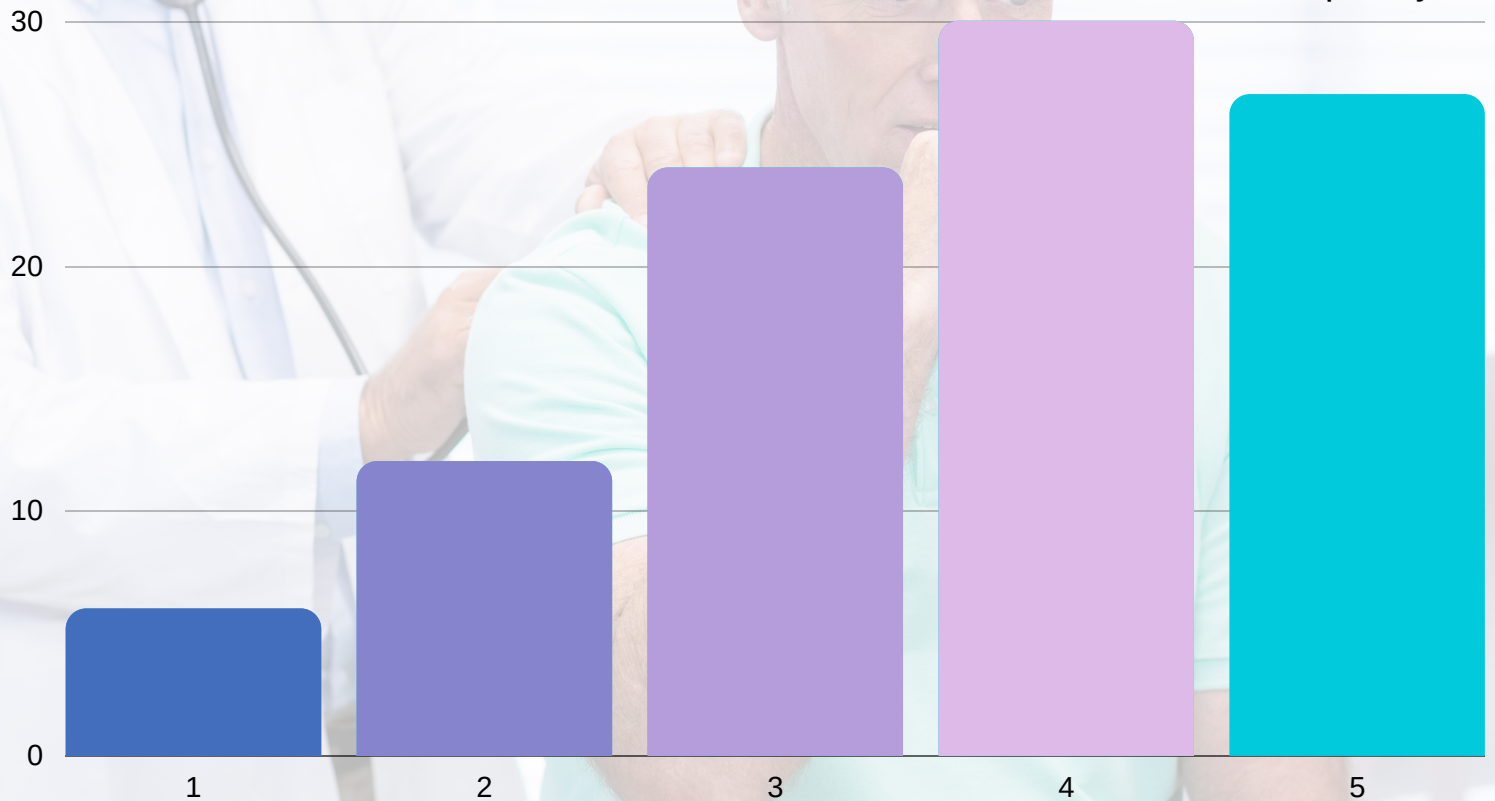
5 = Completely true

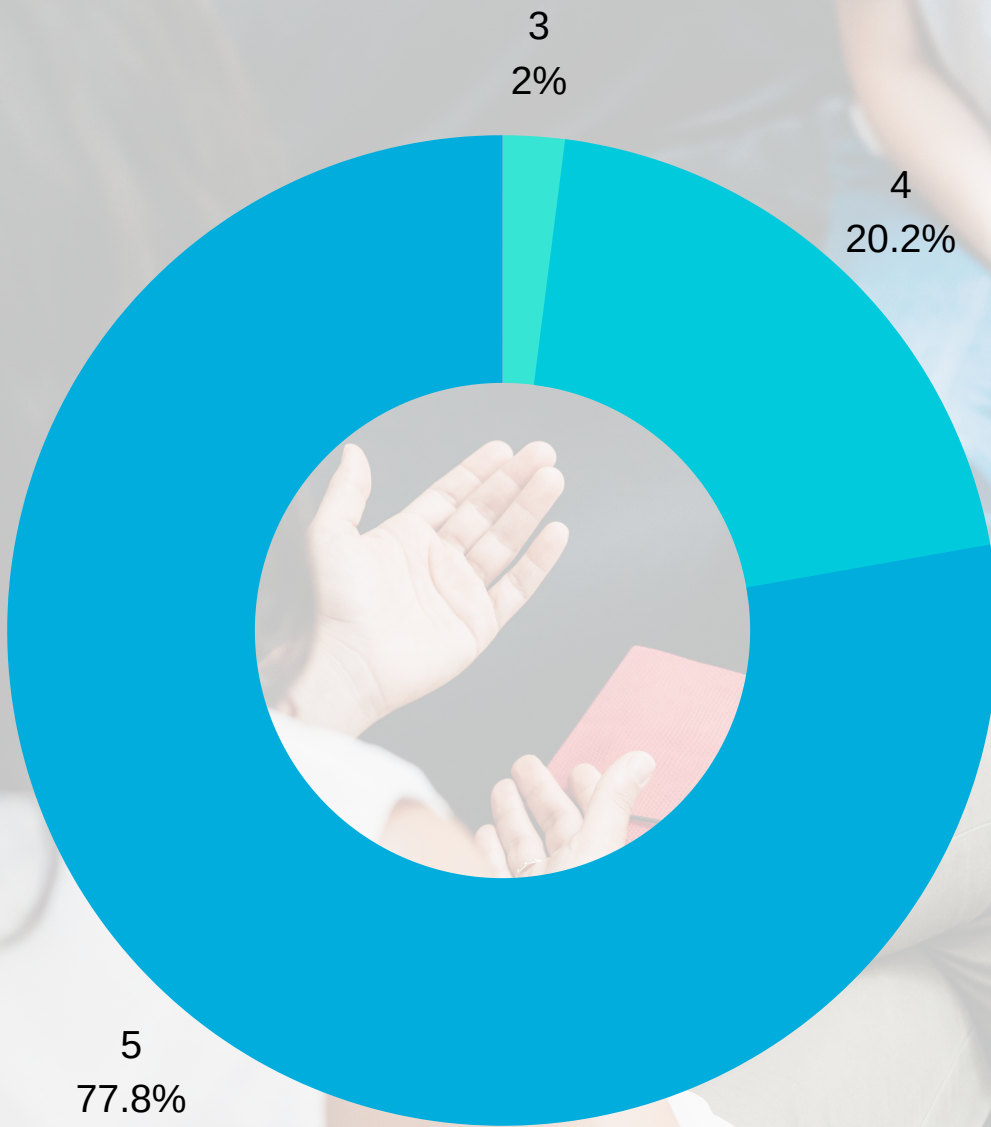


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*I believe that my skills of communicating bad news must be improved.*

1 = Completely false  
5 = Completely true





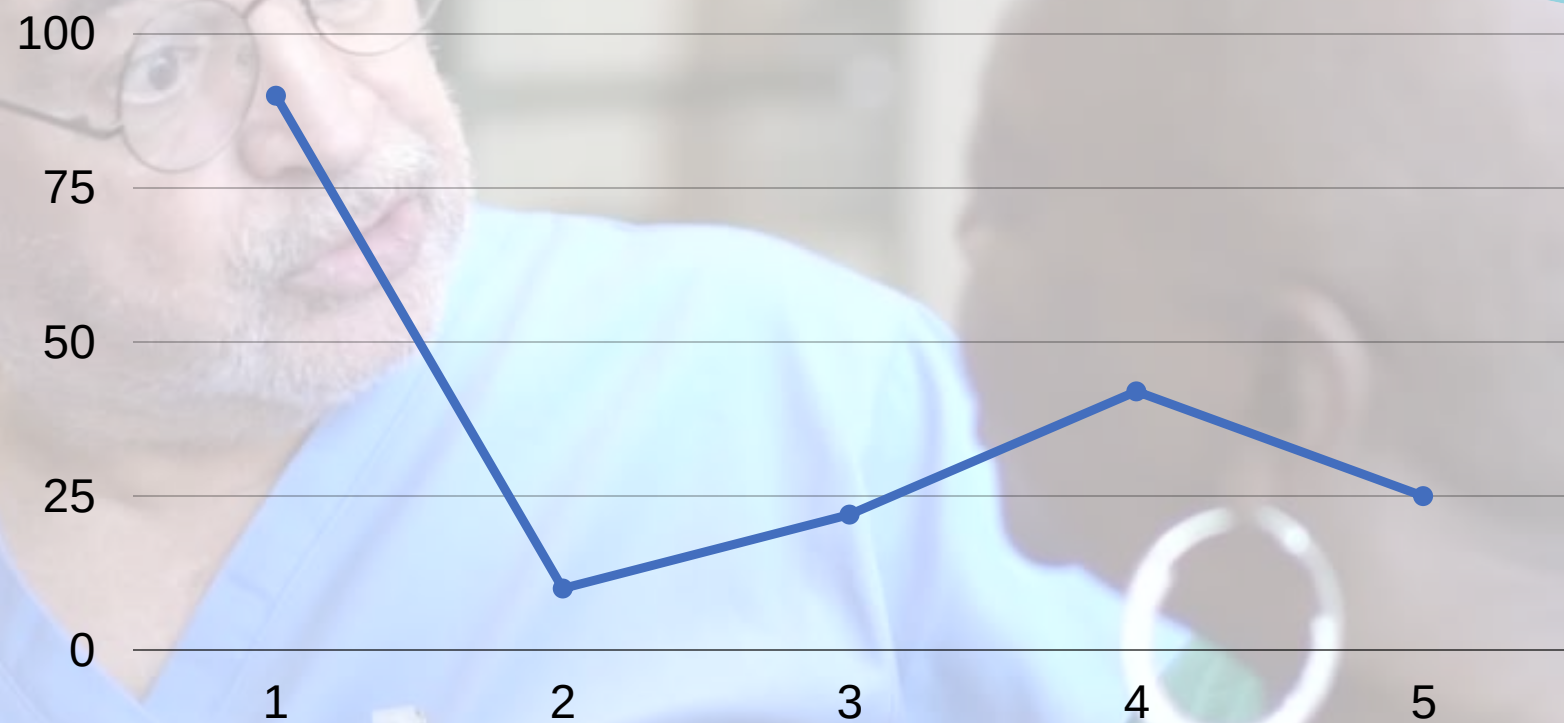
1 = Completely false  
5 = Completely true

*I believe that people receiving bad news need psychological support.*

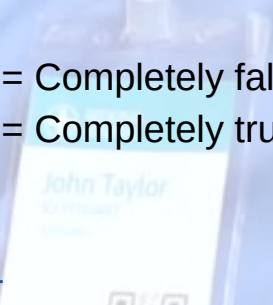


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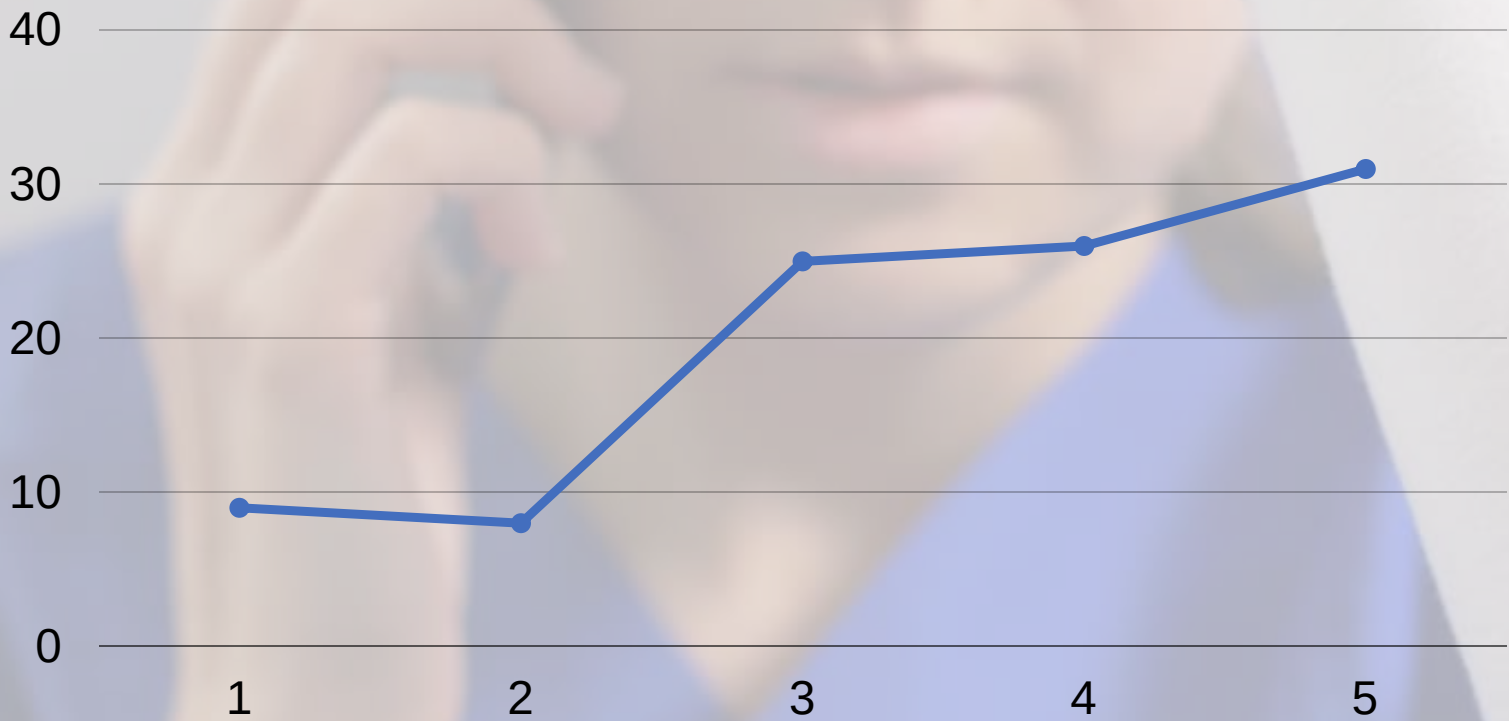
*I have a decisive role in preventing potential collateral damage of communicating bad news.*



1 = Completely false  
5 = Completely true







1 = Completely false  
5 = Completely true

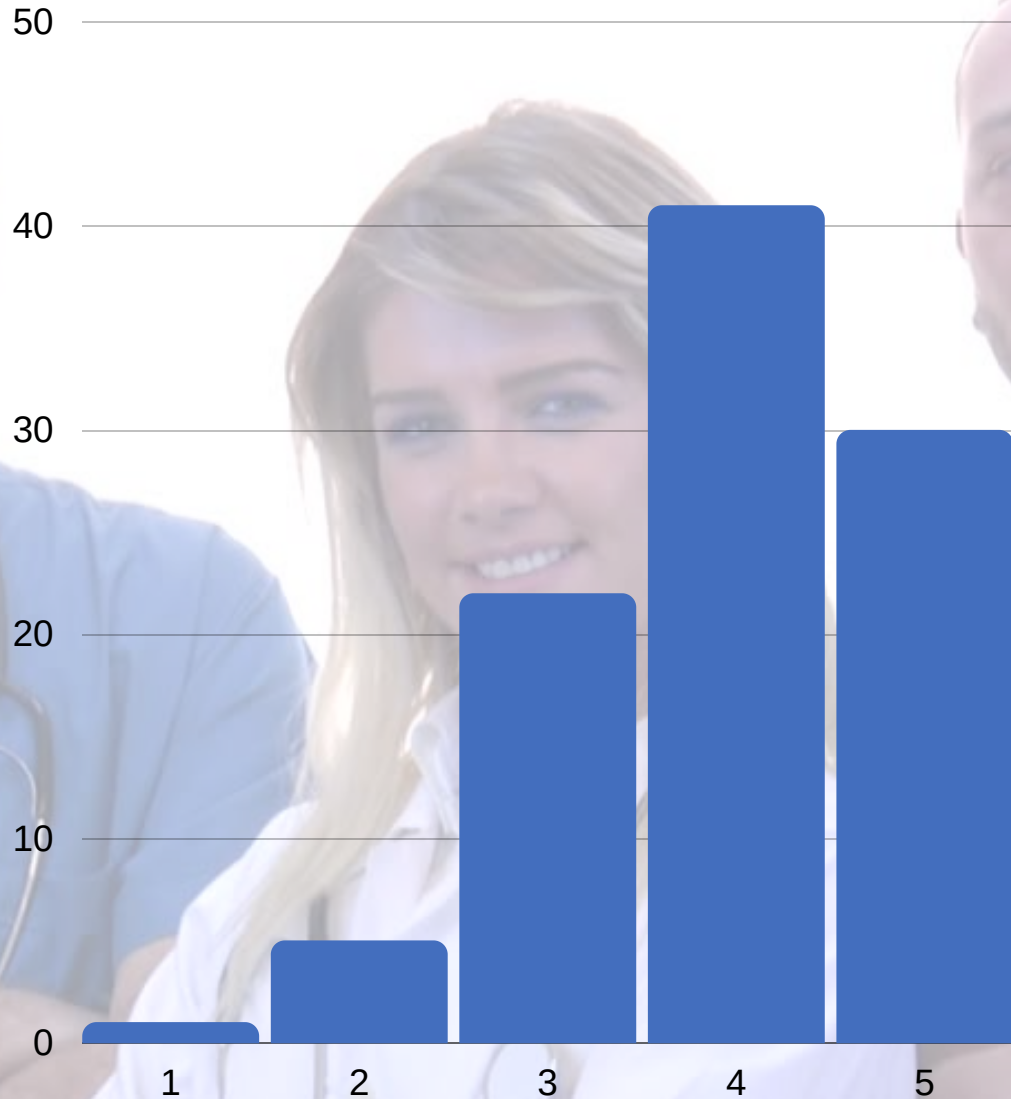
*Communicating bad news is stressful for me.*



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1 = Completely false

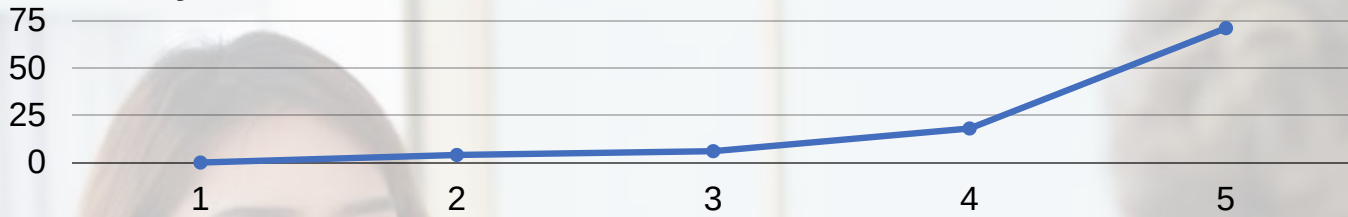
5 = Completely true



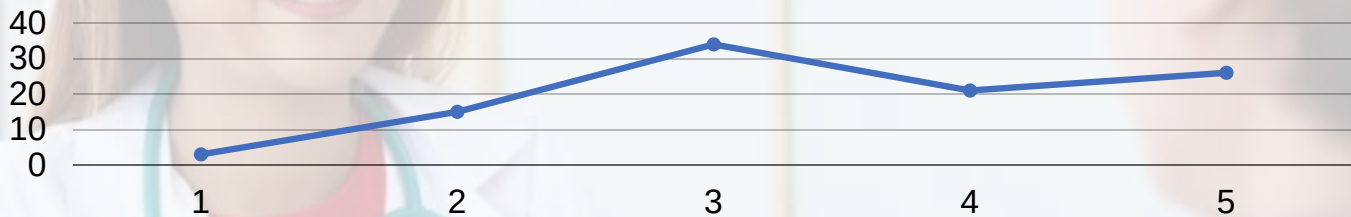
*I am satisfied with my professional activity.*

1 = Not at all important  
5 = Very important

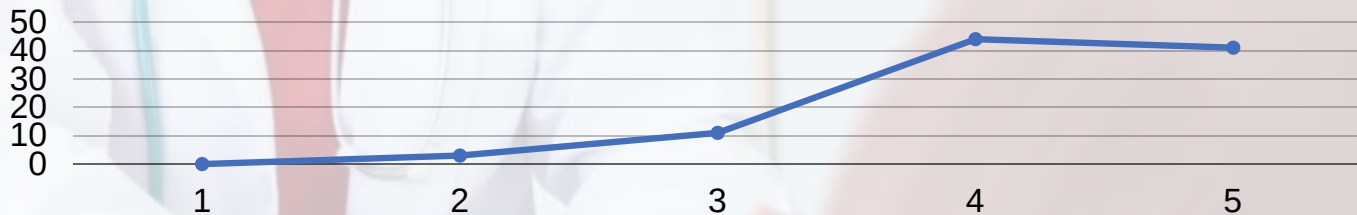
### To use eye contact



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



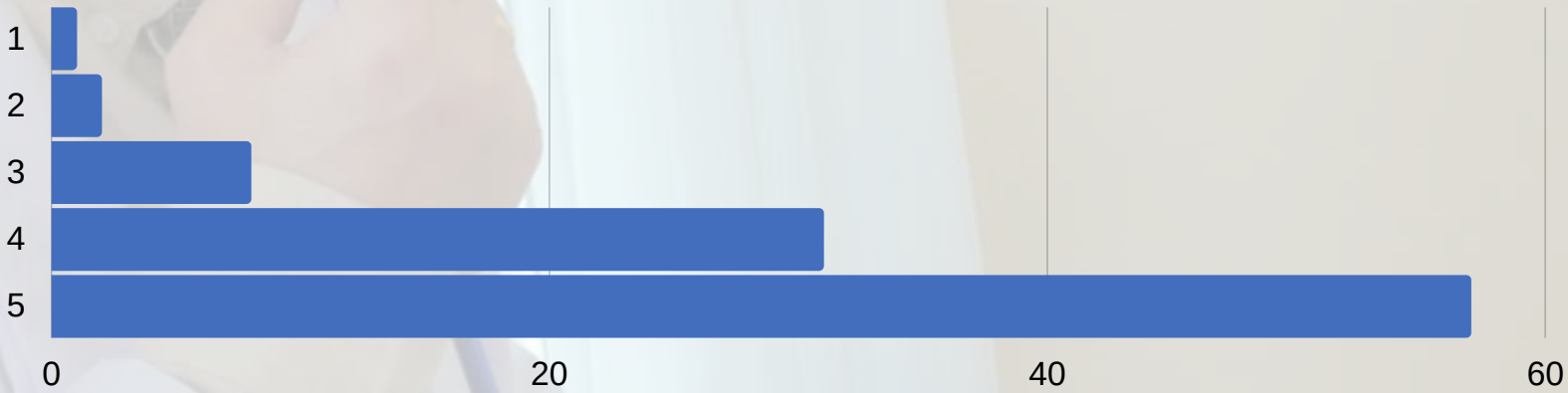
### To allow time for adverse reactions



*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?*





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