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Case Study

How Should Providers Deliver Bad News?

Delivering bad news is always hard, but certain communication techniques can make the experience less difficult for the patient and family. Dr. Michael Haglund, a Professor of Surgery at Duke University Medical Center, demonstrates a bad example and a good example of how providers deliver bad news. The bad news can be communicated in different ways for example either in a short direct, emotionless message or splitting in smaller parts covering only one aspect, or consciously inflating the harmful details (diminutive manner).

https://www.youtube.com/watch?v=gHGvjv_7PLU

Questions

1. How can you decide which way of informing the parents is appropriate to the situation?
2. How can you decide which way of informing the parents is appropriate to the parents?



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