

SPIKES		BREAKING BAD NEWS
<b>S</b> <b>SETTING</b>		<ul style="list-style-type: none"> <li>• Find a quiet location; private if possible</li> <li>• Invite the important people to be present</li> <li>• Have tissues and enough chairs</li> </ul>
<b>P</b> <b>PERCEPTION</b> <i>Determine what the patient knows already</i>		<ul style="list-style-type: none"> <li>• “Tell me what you understand about your illness.”</li> <li>• “What have the other doctors told you about your illness?”</li> <li>• Look for knowledge and emotional information as the patient responds.</li> </ul>
<b>I</b> <b>INVITATION</b> <i>Clarify information preferences</i>		<ul style="list-style-type: none"> <li>• “Would it be okay for me to discuss the results of your tests with you now?”</li> <li>• “How do you prefer to discuss medical information in your family?”</li> <li>• “Some people prefer a global picture of what is happening and others like all the details. What do you prefer?”</li> </ul>
<b>K</b> <b>KNOWLEDGE</b> <i>Give the information</i>		<ul style="list-style-type: none"> <li>• Give a warning ... “I have something serious we need to discuss.”</li> <li>• Avoid medical jargon. Say it simply and stop. (e.g., “Your cancer has spread to your liver. It is getting worse despite our treatments.”)</li> </ul>
<b>E</b> <b>EMPATHY</b> <i>Respond to emotion</i>		<ul style="list-style-type: none"> <li>• Wait quietly for the patient.</li> <li>• “I know this is not what you expected to hear today.” “This is very difficult news.”</li> </ul>
<b>S</b> <b>SUMMARY</b> <i>Next steps and follow up plan</i>		<ul style="list-style-type: none"> <li>• “We’ve talked about a lot of things today. Can you please tell me what you understand?”</li> <li>• “Let’s set up a follow up appointment.”</li> </ul>

Adapted from <http://www.ethics.va.gov/goalsofcaretraining.asp> and © Robert Buckman MD and Walter Baile MD; 1998

GOALS OF CARE DOCUMENTATION -- KEY ELEMENTS	
<b>PARTICIPANTS</b>	Who was present?
<b>DECISIONALITY</b>	Does patient have decision-making capacity? If not, who is making decisions and with what legal authority?
<b>ADVANCE DIRECTIVES</b>	Is document present? Location? Who is POAHC? Preferences?
<b>GOALS OF CARE</b>	What was discussed? Treatment options? Prognosis? What was decided?
<b>CODE STATUS</b>	Choice and rationale
<b>PLAN</b>	What are next steps? Follow up meeting date?

Aurora Health Care, 2015