

# Difficult Conversations in Medicine

## Learning Objectives

- Outline the importance of communication and dealing with patient/family stress in both practical and supportive way, to achieve successful treatment of an illness

## Communication and ethics:

- ✓ Failing to provide sufficient information for patient to be able to make an informed choice about treatments
- ✓ Coercing a patient into accepting or rejecting a particular course of action
- ✓ Imposing treatment on patient regardless of their wishes
- ✓ Not listening to the views or concerns of patients
- ✓ Deceiving patients, lying or not telling them the truth
- ✓ Being rude or unsympathetic towards patients
- ✓ Failing to treat patients in similar situations equally

## Communication and patient perceptions

Listen to what patient is saying, and not saying

- ✓ Fear of the unknown
- ✓ Fear of consequences: loss of well being, life expectancy, dying in pain
- ✓ Unfamiliar vocabulary
- ✓ Fears of appearing foolish
- ✓ Incomplete understanding
- ✓ Fear of loss of privacy / autonomy
- ✓ Resentment at loss of control
- ✓ Intimidation by "white coat"

## Dealing with difficult conversations

- ✓ Meet with courtesy and a frank approach – smile
- ✓ Establish some personal contact
- ✓ Explain time schedule
  - Estimate the time frame

**Speedy**

**Open**

**Relevant**

**Responsive**

**Yours**

## Apology

- ✓ "A verbal or written expression of regret or contrition for a fault or failing"
  - Acknowledging a problem, apologising and empathising with a patient
  - Requires courage and insight

## Why doctors may feel reluctant:

- ✓ Many doctors are overly concerned about admitting legal liability
- ✓ May have mixed emotions about the event themselves
- ✓ May feel vulnerable and threatened
- ✓ May question own competence and future

## When things go wrong:

- ✓ Apology
  - Ideally a comfortable and private location
  - Use excellent verbal and listening skills
- ✓ Explanation & Answers to Questions
  - Patient should have a friend or family member for moral support and ask questions
  - Clear comprehensible explanation – no jargon
  - Having a full and definitive discussion of events
  - Enquiries are being made and full explanation will be made as soon as the facts are known
- ✓ Accountability
- ✓ Help and reassurance

# Difficult Conversations In Medicine

**PT Brinkman**



## **Difficult Conversations In Medicine:**

## Unveiling the Energy of Verbal Art: An Mental Sojourn through **Difficult Conversations In Medicine**

In a global inundated with monitors and the cacophony of immediate conversation, the profound energy and mental resonance of verbal artistry often fade in to obscurity, eclipsed by the regular onslaught of sound and distractions. Yet, located within the musical pages of **Difficult Conversations In Medicine**, a charming function of literary splendor that impulses with organic thoughts, lies an unforgettable trip waiting to be embarked upon. Published by a virtuoso wordsmith, that mesmerizing opus courses visitors on an emotional odyssey, gently revealing the latent possible and profound affect embedded within the delicate web of language. Within the heart-wrenching expanse with this evocative evaluation, we can embark upon an introspective exploration of the book is main styles, dissect their fascinating writing design, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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