

# Breaking Bad News Using SPIKE Conversation Guide

Setting	<p><i>Find a place to talk, if possible have seats for everyone, meet with all team members to review and agree upon facts</i></p> <p>"I would like to talk together about what is with your (or your family member's health) and what matters to you (them). Is this okay with you?"</p>
Perception	<p>"To make sure that the information I am sharing is helpful, can you tell me your understanding of what is happening with your health right now?"</p> <p>"What have the other doctors told you?"</p>
Invitation	<p>" I have some information to discuss, is it ok if we do that now?"</p> <p>" I have the results of your test. Is now a good time to discuss the results?"</p> <p>"Can I share my understanding of what may lie ahead with your health?"</p>
Knowledge	<p><i>WARNING shot...</i>"I have some serious news..."</p> <p><i>GIVE A HEADLINE- say it simply then stop. Avoid medical jargon</i></p>
Emotions	<p>Pause. Allow silence. Validate and explore emotions.</p> <p>Name- "It sounds like you are worried about ***"</p> <p>"This is not what either of us were expecting"</p> <p>Understand- "I can't imagine[ how hard this must be]"</p> <p>"Anyone in your shoes would be [ angry]"</p> <p>Respect- "You have done everything right"</p> <p>"You've been a wonderful advocate for your [ mom ] "</p> <p>Support- "I'll be with your every step of the way to answer your questions and help you through this"</p> <p>Explore- "Tell me more..."</p> <p>" What is going through your head right now?"</p>
Summarize/ Strategize	<p>" I know I have given you some big news. Do you feel ready to discuss where we go from here?"</p> <p>"It can be hard to take this all in. Just so I know that I was clear, can you tell me what you heard?"</p>

## NURSE<sup>2</sup>:

<b>N</b> - Name	"It sounds like you're [worried about your family]" "This is not what either of us were expecting"
<b>U</b> - Understand	"I can't imagine [how hard this must be]" "Anyone in your shoes would be [angry]"
<b>R</b> - Respect	"You have done everything right" "You've been a wonderful advocate for your mom"
<b>S</b> - Support	"I'll be there every step of the way to answer your questions and help you through this."
<b>E</b> - Explore	"Tell me more..." "What's going through your head right now?"

## PEARLS:

- **"I wish..." statement** Ex: "I wish more chemotherapy would help"
- **"We..." statement** Ex: "I know this isn't what we were hoping for."
- **Ask Permission** Ex: "Would it be helpful if I talked about next steps?"

## DISCLOSING SERIOUS NEWS

### SPIKES<sup>1</sup>:

<b>S</b> - Setting	Quiet location with seats and tissues Before you go in, take a moment to review and agree upon the medical facts, goals of the meeting and who is going to lead if multiple clinicians are present
<b>P</b> - Perception	"Just so I know where to begin, tell me what you understand about what's going on medically" "What have the other doctors told you?"
<b>I</b> - Invitation	"I do have some new information to discuss, is it alright if we do that now?" "I have the results of your tests, is now a good time to discuss what they show?"
<b>K</b> - Knowledge	WARNING SHOT... "I have some serious news..." GIVE A HEADLINE – say it simply then STOP Avoid medical jargon
<b>E</b> - Emotions	Wait quietly for the patient to process the news N-U-R-S-E the emotion (see below)
<b>S</b> - Summarize/ Strategize	"I know I've given you some big news. Do you feel ready to discuss where we go from here?" "Sometimes it's hard to take this all in. Just so I know I was clear, can you tell me what you heard?"