

CC7 Communication with the patient/relative(s) inc. breaking bad news; confidentiality

Assessment of these competencies to be integrated during Mini-CEX, ACAT-EM or CbD of clinical modules with appropriate cross-linking. Communication of key information is an important aspect of DOPs.

Key skills and behaviours regarding clarity and effectiveness of communication to be assessed via MSF and as part of reflection.

Potential situations in which communication skills with patients could be included as part of the overall assessment include the following:

- Patient with suspected STI/ HIV requiring sexual health history
- Obtaining a history from patient with acute delirium, dementia
- Communication with family after patient death
- Communication with patient where advising of potential/ suspected bad news dx: STI/ HIV/AIDS/Cancer/MI/Stroke/Major abdominal complaint/ MS/ Potential loss of limb/ Deterioration of disease
- Communication of risk/ advice for patient with alcohol/ drug abuse
- Communication with a victim of sexual assault
- Carrying out history/ examination with patient via translator
- Communicating with any person who is verbally or physically aggressive
- Communicating with a patient who may be at risk of domestic or gender-based violence
- Obtaining history from patient in severe pain

Trainees are expected to achieve EPA level 3 (Indirect active- partial supervision by senior clinician, no prompting or help provided, direct line of vision or supervisor immediately available) in these competencies, unless indicated separately in specific clinical modules.

Knowledge/ Skill/ Behaviour	Detail of competency
Knowledge	Understands how the patient's background, culture, education and preconceptions may impact communication with patient and their understanding
	Understands communication factors that may lead to dissatisfaction of the care that was delivered
	Recognises that the way in which any information is delivered significantly affects the subsequent relationship with the patient

Knowledge/ Skill/ Behaviour	Detail of competency
	<p>Recognises that every patient may desire different levels of explanation and have different responses to information provided</p> <p>Recognises that personal information is private or confidential (within the relevant legal context of that country) but the patient may wish to be accompanied or request information to be shared with another individual or representative; and that this is handled sensitively</p> <p>Is able to discuss the role of the coroner or other legal representative (such as Police) in an unexpected death including the need for a post-mortem or similar investigation or examination</p>
Skills	<p>Establishes a rapport with the patient and any relevant others (e.g. carers/relatives/advocates)</p> <p>Listens actively and questions sensitively to guide the patient and to clarify information</p> <p>Prepares patient/relative to receive bad news and responsive to their reactions and offer appropriate time and space to absorb information</p> <p>Structures the interview e.g. set the scene, establish understanding, Discuss: diagnosis, implications, treatment, prognosis and subsequent care</p> <p>Encourages questioning and ensures comprehension from patients and or family/ carers</p> <p>Responds to verbal and visual cues from patients and relatives</p> <p>Can communicate complex information with support of translator when patient speaks a different language</p> <p>Can discuss decisions regarding resuscitation, with patients and family/carers (within the relevant legal context of that country)</p>
Behaviours	<p>Introduces themselves to patient/carer/ relative stating name and role</p> <p>Can communicate complex information in a clear manner</p> <p>Recognises the importance of preparation when breaking bad news by:</p> <ul style="list-style-type: none"> • Setting aside sufficient uninterrupted time Choosing an appropriate private environment • Having sufficient information regarding prognosis and treatment • Structuring the interview

Knowledge/ Skill/ Behaviour	Detail of competency
	<ul style="list-style-type: none"> • Being honest, factual, realistic and empathic
	Is able to discuss life-threatening conditions with patient with realistic presentation of risks and likely outcomes
	Acts with empathy, honesty and sensitivity avoiding undue optimism or pessimism. Respect the different ways people react to bad news
	Involves patients and carers in decisions regarding care
Paediatric specific competencies	Is able to establish a rapport with CYP and their families
	Understands the developmental stage in CYP when communicating and particular issues related to communicating with adolescents and young people

Additional/complementary competencies- EPA Level 1 or 2

Knowledge/ Skill/ Behaviour	Detail of competency
Paediatric specific competencies	Under supervision; observes or is involved in providing difficult information to parents related to the care of their child