

## Mini Comm Series

Question 1: The three steps of the “Empathic Response” are:

- A. Ask permission to tell the patient, maintain eye contact, and have a tissue available
- B. Tell the patient you have some bad news, offer a tissue, and tell the patient you know how they feel
- C. Identify the emotion, identify the cause of that emotion and respond in a way that shows you’ve made the connection between 1 and 2.
- D. Identify the patient’s emotion, identify your own emotions and respond in a way that shows you’ve made the connection between 1 and 2.

Question 2: The SPIKES acronym stands for

- A. Space – Perception – Intuition – Knowledge – Emotion – Strategy and Summary
- B. Situation – Perception – Invitation – Knowledge – Emotion – Strategy and Summary
- C. Setting – Perception – Invitation – Knowledge – Emotion – Strategy and Summary
- D. Signals - Perception – Intuition – Knowledge – Emotion – Strategy and Summary

Question 3: Which of the following are situations where the “CONES” variation of “SPIKES” would be used:

- A. A major change in the medical condition
- B. An adverse event (drug reaction for example) or a medical error
- C. Bereavement.
- D. All of the above

Question 4: What is the correct order of communicating bad news to a patient?

- A Acknowledge the patient’s emotion first, then the medical issues
- B Describe the medical issue first, then the patient’s emotion
- C Acknowledge your own emotion first, then the medical issue
- D Describe the medical issue, and then acknowledge your own emotion

Question 5: The Acronym EVE stands for:

- A Employ the SPIKES protocol, Validate the emotions, Empathize
- B Experience the emotion the patient is feeling, Vindicate yourself from being responsible for failing in treating the patient, Empathize

- C Explore the emotion the patient is feeling, Validate the emotion, Empathize
- D Explore the emotion the patient is feeling, Validate the emotion, Employ the SPIKES protocol

Question 6: Which of the following is **NOT** true about breaking bad news to a patient?

- A Bad news is defined as any news that changes the patient's expectations of the future
- B You should make "wish" statements such as "I really wish things had turned out differently"
- C You should acknowledge every emotion and don't let a major emotional response emerge without you naming it and acknowledging it.
- D Before you ask the patient his/her perception of what has transpired, tell the patient the news

Question 7: In "End of Life" discussions, which of the following are the two main elements that should be included in the conversation (**choose two answers**):

- A What the patient wants to say and is feeling
- B What plans and decisions should be made including DNR orders
- C What other treatment options are available
- D Euthanasia

Question 8: Which of the following are involved in getting the "Setting" right?

- A Body language and eye contact (except when the patient is angry or crying)
- B Position yourself 2-3 feet away from the patient and if there are others in the room position yourself closer to the patient
- C Listening Skills – use silence (pauses), use repetition and other facilitation techniques
- D All of the above

Question 9: What are the **two** most important points to remember when discussing a medical error (**choose two answers**)?

- A. Decide what members of the team should know what has happened.
- B. What is the best way to cover up the error?
- C. Ask the patient if they want you to tell them what has happened
- D. Decide who should talk to the patient or relative about the error.

Question 10: C-O-N-E-S stands for:

- A. Context – Opening Shot – Narrative – Emotion – Strategy

- B. Concern – Opening Shot – Narrative - Eye Level – Statement
- C. Caring – Optimism – Negativity – Examples - Strategy
- D. Comfort – Oral report – Narrative – Eye Level – Stress level