

SP1

Presentation title:

Breaking Bad News: Communication Patients Can Actually Hear

Observer checklist

Did the clinician:

- Use clear, direct language (avoided medical jargon)
- Deliver information in small segments
- Pause after sharing serious news
- Assess patient/family understanding
- Respond to emotion (acknowledge or reflect feelings)
- Avoid minimizing language (“at least...”)
- Expressed commitment (“We’ll continue to care for you”)

SP2

Presentation Title:

Communicating Prognosis with Compassion: Using NURSE Statements in Palliative Care

Observer checklist

Which methods were used to respond empathetically during the patient's encounter? (It is not required to utilize all of them)

- N - Names the emotion
- U - Validation of emotion, acknowledgement of information that helps clinicians Understand where the patient/family are coming from
- R - Respect: Acknowledge strength or efforts
- S - Support: Express presence and partnership
- E - Explore: Invite more sharing

SP3

Title: Holding Hope, Sharing Prognosis: Neuroprognostication and the Hard Conversations

Observer checklist

- Demonstrate explicit, non-jargon information sharing around prognosis
- Acknowledge families' wishes/ hopes while empathetically and firmly confirming that their hopes may not be realized