



九龍中醫院聯網
Kowloon Central Cluster



廣華醫院

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Nurses Breaking Bad News (NBBN)- A review on an innovative service that can reflect the advanced nursing practice and support the medical and patient care.

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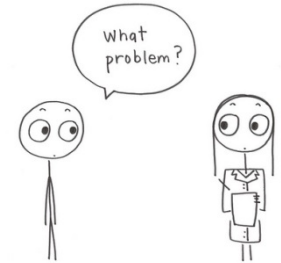
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Background

Patients used to see doctors and conceptually expected to get inform diagnosis from doctors for the investigation result. Patient receives bad news (NBBN) giving out by specialty nurses (BCN) is a relative innovative service.



The rationale

- newly diagnosed
- screening detected breast cancer
- healthy women with no sign and symptom
- cancer patient after breaking the news
- emotion fluctuation
- Emotional stable in doctor's session
- Able to take in information given by doctor and ask questions

The research question

BC specialty nurse gives out bad news to patient before doctor's session, can help patient to release the shocking emotion and get recovered, so that Patient can receive the information given out by doctor (psychological support).

NBBN Service:

- The trained BCN gave out the cancer diagnosis (bad news) to patient just before the doctor's session. The BCN would implement the SPIKE theory into practice onto the patient

Objective:

1. Patient is more easily understand and accept the disease
2. Emotionally support and control before seeing doctor
3. Can much easier to understand doctor' treatment option and make her own decision
4. Delete or keep the service



Method: (255 cases since 2013)

A retrospective review onto patients who had gone through the service was invited to participate. A recent 100 patients were invited to join. A designated clerk was assigned to phone call patients to fill up the questionnaire to avoid bias to patients. Patients' answers were marked onto the Likert skill from 1 to 4 with an extra 0 represented =not applicable.

採證病人100

NBBN survey:

A service review questionnaire was design to evaluate the outcome of the service. An 11questions questionnaire was designed with 5 levels of rating.



	NBBN	非常不同意	不同意	同意	非常同意	不適用
		1	2	3	4	0
1	由護士先解釋乳癌抽針報告，然後見醫生，情緒上比較容易接受		9	79	8	4
2	經護士解釋報告期間妳有1) 激動 _____ 2) 流淚 _____ 3) 失落 _____	有:52			沒有:48	
3	妳明白由護士解釋的抽針報告			70	30	
因應3	可以方便你更了解治療方案		2	70	28	
因應3	容易向醫生提出問題 (報告、手術)		4	63	33	
4	專科護士可以協助你分析手術的選擇，令你容易作出決定		3	59	36	2
5	主責護士跟進你的個案（包括化驗報告、治療方案及日後的復康療程）讓妳感到親切/增加對治療信任			29	66	5
6	在你感到最唔開心時，專科護士有協助你渡過難關		3	55	25	17
7	你同意接觸專科護士比接觸醫生更容易			37	62	1
8	在你康復期間，專科護士有提供支持，鼓勵及解答你的疑難		1	35	55	9
9	妳滿意由護士解釋報告先，然後再見醫生這安排		2	39	59	

Result:

- 100 patients answered the questionnaire.
- > 90% patients demonstrated agree or very agree with all the questions.
- accept nurse disclosed the pathology result
 - 79% patients agreed and
 - 9% very much agreed with they were emotionally felt easier
 - 9% patients did not agree.
- Patient had emotion when receiving the bad news.
 - 52% patients claimed
 - 48% patients said they were emotional stable.
- 100% patients agreed they understood the result nurses disclosed bad news to them.
- 98% agreed BCN could facilitate their understanding to the treatment plan
- 96% patients agreed the service could help them to ask doctor question easier.
- 95% patients claimed nurses could support their treatment decision making.
- 100% patients liked having their primary BCN service.
- 77% patients felt BCN could help to go through the experience of cancer treatment.
- All cases found it was easy to contact their BCNs.
- During the recovery journey, 90% patients found they received support, reassurance and problem solving service from BCN. 98% were happy with this NBBN service.



Discussion:

- *The **moment of receiving bad news** is recognized not a good moment to give out further important information and asks patients to make out treatment decision.
- *It is foreseeable that **this category of patients**, that is, **the change of health status** from a healthy woman to a breast cancer sufferer, may develop an **emotional fluctuation** that, patient need **individualized counseling to get supported**.
- *The doctors' position cannot be replaced by the specialty nurses for discussion of treatment plan.
- *The BCNs who are good in psychological support, give out the bad news to patients before the doctors' consultation, allow patients to **ventilate the emotion, to psychologically prepare one's conceptual process, education on knowing the disease and facilitate patient to ask rational questions later in the doctor session**.
- *Patients have ventilated their emotion at that breaking bad news particular moment and able to regain control; while doctors can achieve their aim of getting patients to know their treatment plan in the later session.

Conclusion:

The setting of NBBN service review demonstrated patients welcome the advanced BCN service. The time of Doctors' consultation session can be well under controlled. Patients could receive good support and facilitate their decision on treatment as well as problem solving.

