HOW ARE YOU FEELING?
OBJECTIVES

• Describe how responding to patients’ emotion impacts comprehension and decision-making

• Identify common emotional states after difficult news conversations

• Practice using NURSE skills to respond to emotion
WHY IS IT IMPORTANT FOR US TO RESPOND TO A PATIENT’S EMOTION?

• Builds rapport/trust
• Helps us understand patients values/beliefs/goals/desires
• Helps move the conversation forward

Adams K et al 2012 Patient Educ Couns
Naming
Understanding
Respecting
Supporting
Exploring
Naming

Understanding
Respecting
Supporting
Exploring

“It’s clear how frustrating this is.”

“You seem sad.”
You have been through so much.

I can’t even imagine how hard this must be.
"I can see how much you care."

"I’m impressed by how you have ______ ."
I will be here to help you through this.

Our team will be available for you.

“Our team will be available for you.”

“I will be here to help you through this.”
“Help me understand what you mean by ______.”

“Tell me more....”
TIPS FOR RESPONDING TO EMOTION

• Use one tool at a time
• Not every tool is right for every job
• When in doubt about a strong emotion, name the situation
• Sometimes, emotional responses are masked as cognitive questions
LET'S OBSERVE
LET'S PRACTICE
Pat Jackson is a 45 year old with metastatic lung cancer that you are visiting with today. Pat just received the news that the cancer has spread and that there are no further treatments that will offer a cure.
• Pat will respond to hearing difficult news by reading a line from the drill cards.

• Each participant will take turns identifying the emotion that Pat may be expressing.
• Pat will respond to hearing difficult news by reading a line from the drill cards.

• Each participant will take turns responding to the emotion with a NURSE statement.
References

