

# WORKSHOP 4

## Bringing bad news

- Room to speak – special place
- Include the family? – wishes of the patient and the family
- Old patient may not want to hear the diagnosis
- Tell the patient in any case?.....
- Patient needs time to cope
- Follow up appointment
- Talk about palliative options...
- Take a senior colleague – let the senior talk?
- Be empathic – do not leave the patient alone
- Cry out of the room

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## Critically ill patients

- Medical treatment should improve quality of life
- Decide by medical criteria
- Religious question
- What if the family insists on aggressive treatment?
- Stay with the medical decision despite the family pressure
- Patient will should be respected
- Discontinue treatment – stop ventilation?
- AND – allow natural death
- Do not add treatment – reduce treatment?
- Ethical teams in hospitals...
- Availability of ICU bed

# WORKSHOP 4

## Dealing with errors

- Inadequate information upon admission
- System to check previous medications
- Trace the error in the system
- Error reporting systems
- Cover a mistake?
- The most junior person should not be blamed
- Put the blame on the patient?
- Tell the truth