

PREPARE

clarify purpose

from a place of COMPASSION

Consider the ending and further support

comfortable
undisturbed

BEGIN

Hello... my name is...
outline - update?
decision?

speak slowly
attend to tone of voice

FIND OUT
WHO? What do they know, expect, feel?

With someone?

PROGRESS

to a new understanding

NORMALLY? TODAY

EXPLAIN
• What is happening?
• What is expected to happen?

We're so sorry
She is dying

LISTEN ACKNOWLEDGE
signs of distress
silence
pauses
voice change

FINISH

? Are there things we haven't covered?
• What's important?

Words of comfort and truth
WE will care for her
she is comfortable

WHO ELSE? needs to know

• What next
• Who can support
• Where to find information

AFTER

DEBRIEF
How do you feel?

IT'S OK not to be OK.

REFLECT
I am confident that...

We have a shared understanding of what's important
We're focusing on the right things
We know what we need and what we need to do.

DISCUSSING UNWELCOME NEWS ~ COVID19
A FRAMEWORK FOR COMMUNICATION