



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

18. The Art of Giving Bad News

Team Huddle Question: Henri Nouwen says, “*When we honestly ask ourselves which person in our lives means the most to us, we often find that it is those who, instead of giving advice, solutions, or cures, have chosen rather to share our pain and touch our wounds with a warm and tender hand.*”

How comfortable are you in just being silent with someone who has just heard bad news (and it may not be a patient)? How can you apply today’s lesson on “giving bad news” in your job?

Research:

Salwitz J. Sunrise Rounds: Through the Eyes of a Medical Oncologist Web site.
<http://sunriserounds.com/mistake/>. Accessed May 14, 2015. Story used with permission.

Cleveland Clinic’s Public Domain Videos on Patient Care:

- Cleveland Clinic. Empathy: the human connection to patient care [video]. *YouTube*. https://www.youtube.com/watch?v=cDDWvj_q-o8. Published February 27, 2013. Accessed May 13, 2015.
- Cleveland Clinic. Cleveland Clinic’s empathy series continues -- Patients: afraid and vulnerable [video]. *YouTube*. <https://www.youtube.com/watch?v=1e1JxPCDme4>. Published February 26, 2014. Accessed May 13, 2015.