SPIKES—A Six-Step Protocol for Delivering Bad News

(Baile et al., 2000)

Step '	1: 'setting' up the interview
_	Arrange privacy and make sure that there will be no interruptions Involve significant others as appropriate
_	Sit down
_	Connect with the patient: eye contact, touch
_	Advise the patient of the time you have available
Step 2: assessing the patient's 'perception'	
_ far?'	Use open-ended questions: 'what have you been told about your condition so
_	Gather information to explore the patient's perception of the situation
_	Explore ideas, concerns and expectations Correct misinformation as necessary
_	Helps determine whether the patient is in denial
Step 3: obtaining the patient's 'invitation'	
<u> </u>	Find out how the patient would like to receive the information (this is a useful step
	time of ordering tests, so both doctor and patient are prepared for the way the s should be given)
	Gauge how much information the patient wants
Cton	1. giving (knowledge) and information to the nationt
Step 4	4: giving 'knowledge' and information to the patient Warn the patient that bad news is coming:
- 'Unfor	tunately I've got some bad news to tell you'
_	Break information into small chunks
 inform	Use appropriate language and check for understanding of each chunk of nation
Step 5: addressing the patient's 'emotions' with empathic responses	
_	Look out for the patient's emotional reaction
_	Identify the emotion, e.g. anger, sadness
_	Identify the reason for the emotion, asking the patient if necessary Make an empathic statement to acknowledge the emotion
_	Make an emparise statement to acknowledge the emotion
Step 6: 'strategy' and 'summary'	
—	Present treatment options Shared decision making
_	Reach consensus
_	Plan follow-up