

URMC ACGME Competency Project

Breast Cancer: Bad News Resident Evaluation Checklist (J. Hawkins)

For the following questions, please select ALL of the options that the interviewer performed. If you choose "Other" to include effective behaviors not on the list that allowed the trainee met that objective, please write in a brief description. If the trainee failed to meet any of the 6 objectives, please explain the reason for that response in your comments at the end.

1. Set me at ease at the beginning:
 - Sat down so we were at the same level.
 - Shook hands with me.
 - Looked at me directly.
 - Asked how I was doing.
 - Other _____
 - *Did not set me at ease at the beginning.

2. Began by trying to find out what I already knew:
 - "What do you understand so far about what we've found?"
 - "Have you heard anything so far about the test?"
 - Asked about how the biopsy went.
 - Other _____
 - *Did not begin by trying to find out what I already knew.

3. Prepared me for the information that was coming:
 - Asked you if you were ready to hear about the test results.
 - Asked if you would like to have anyone else present.
 - Used a "warning shot" such as "I'm afraid I have bad news" before telling the news.
 - Other _____
 - *Did not prepare me for the information that was coming.

4. Shared information in a comprehensible, sensitive way:
 - Used clear, comprehensible language without any jargon.
 - Gave information in small pieces and then waited for you to respond.
 - Used silence, eye contact and body language effectively.
 - Other _____
 - *Did not share information in a comprehensible, sensitive way.

5. Responded to my emotions:
 - Acknowledged your emotions by saying something like, "I see that this is very upsetting." or "You seem overwhelmed by this."
 - Legitimated the emotion by saying something like, "Anyone in your shoes would be upset." (if the patient seemed upset) or "A lot of people might feel frightened right now." (if the patient expressed fear)

- Explored your feelings by asking something like, “Tell me what worries you the most.”
- Provided support by saying that “We will work through this together.” or “You don’t deserve this.” or “There is nothing you could have done to prevent this.”
- Provided support by offering to call a friend or relative, or referring to a support group.
- Other _____
- *Did not respond to my emotions.

6. Established a plan for the next steps:

- Such as referring to an oncologist or offering to meet again within 10 days.
- Assessed my safety by asking, “How do you think you will handle this when you go home?”
- Asked about how I would tell my family.
- Offered to provide telephone follow-up for me and/or my family.
- Other _____
- *Did not establish a plan for the next steps.

7. *Please comment about any objectives that were not at all addressed by this interviewer:

8. Please comment on any other concerns you have (please be specific):