

CBL Practice Case: Delivering Bad News

Case developed by Erika Mitsui, JMSA Student Representative

**Learning Objective:** Consider how you as a healthcare provider deliver challenging and unpleasant news to your patients.

**CASE:** Ms. Jones is a 65-year-old female with hypertension, Type 2 diabetes, CKD Stage III, and COPD who presented with shortness of breath and was found to have COVID-19 infection with a complicated course. She is now on a non-rebreather and imaging shows extensive and irreversible pulmonary fibrosis. The treatment team thinks she has days to weeks to live. You are the intern taking care of Ms. Jones and your attending asks you to take the lead in delivering the news that she has days to weeks to live. When you enter the room, Ms. Jones and two more adults are present.

- 1) How would you start the conversation? What is important to ask before giving Ms. Jones her prognosis?
  
- 2) How would you deliver the news about treatment and prognosis?
  
- 3) Ms. Jones starts to cry. How would you respond?

***Please note all participants will be invited to answer the final question.***

- 4) Please share your comments on the case and the discussion