

Do you know how to provide information to patients who are seriously ill and their family caregivers, including when they do not desire full information?



L.M. van Vliet, et. al. Information provision in life-threatening illnesses: comprehensive framework. *BMJ Palliative and Supportive Care*.

Recommendations for healthcare providers when providing information to mitigate tensions and minimize harm; based on literature and international expert suggestions.

2. Take time

Take time and engage in repeated interactions to build a relationship.

Build a relationship to enable staged disclosure of information.



1. Make a connection

Sense the atmosphere and be aware that not all feelings might be explicitly articulated.

Show empathy: acknowledge emotions.

Show empathy: make people feel seen as person by remembering personal details.



3. Have an open attitude

Be aware that patients' social and cultural backgrounds can influence the impact of information.

Ask about cultural backgrounds or values you should be aware of.

Be aware of how information can impact patient and family dynamics.



4. Express an authentic curiosity

Inquire with authentic curiosity about the illness (how do patients and family attribute meaning to it), information preferences, and experiences (how have patients and families been cared for previously).

Ask about preference for disclosure and information in a non-judgmental way.

Ask about the patient's and family's illness experience and how they have been cared for by previous clinicians.



KONINKLIJKE NEDERLANDSE
AKADEMIE VAN WETENSCHAPPEN



Universiteit
Leiden