**RN Script #3 – BAD Example**

NURSE: Hi, [*patient’s name*] I’m [*your name*], the nurse who works with the palliative care team.

PATIENT: Wait, what? Palliative care? Like hospice?

NURSE: Yes, palliative care is like hospice. Dr. Waters, your surgical oncologist, asked me to come see you because you’re having more pain. The working hypothesis is that the etiology of your pain is from progression of your cancer, likely metastasis to your lungs, and there is some evidence of new hepatic lesions on your recent imaging.

PATIENT: I don’t understand. That sounds really bad. Are you saying my cancer is worse?

NURSE: Look, statistically, it could be much worse. The report from the radiologist says your lesions have only progressed by less than 5%. And there are many new therapies on the horizon, like some novel immunotherapy agents that have been shown to increase overall survival and shouldn’t be too awful.

PATIENT: I’m really scared, you’re scaring me. What does that all mean? Are you saying I’m at the end?

NURSE: (PAUSE – count to 10)

Nurse: Well, that’s a very negative way to look at things. You should remain hopeful. I know that’s what your family would want. They may need to do a thoracotomy to biopsy the suspicious lesion. Okay, we need to move this along. Let’s talk about your pain quickly. I only have a few more minutes and then I need to grab some lunch.

PATIENT: Uh, okay. But I’m wondering if we could back up and talk some more about—

NURSE: (Start talking at ‘some’). Alright, let me see what’s in your chart here about your medications. You were taking a relatively low-dose of opioid agonist, oxycodone, q4 hours prn PO with no long-action opioid. It doesn’t look like you were on a non-steroidal anti-inflammatory drug or neuropathic agent, which is interesting. Are you having chemotherapy induced neuropathy?

PATIENT: Umm, I really don’t know. Could we go back to what you—

NURSE: (Start talking at ‘back’). Wow, look at the time. Okay, I’ve gotta run. There’s an in-service and they are serving Subway sandwiches, I don’t want to miss it. We’ll make some changes with your medication. Hopefully, it won’t knock you out too much. Someone from the team, not sure who yet, will come by to see you later, maybe.

CommSense ‘Scorecard’:

Empathy score:

Emotion score:

Clarity score:

Speech dominance:

Interruptions: