



DEDER GENERAL HOSPITAL

NICU CASE TEAM

Bad News Breaking Protocol Utilization Monitoring Report

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Introduction

The delivery of bad news in a NICU setting is one of the most challenging aspects of patient care. Effective communication in these circumstances is crucial not only for maintaining patient dignity but also for providing emotional support to families during NICU times. The NICU Bad News Protocol was developed to guide staff in communicating bad news with empathy, clarity, and professionalism. This report evaluates the compliance of NICU staff with the protocol through direct observation, interviews with staff, and feedback from patients and their families. The aim is to assess how well the protocol is being followed, identify areas of success, and highlight opportunities for improvement in the NICU's communication practices.

Objectives

1. To assess compliance with the NICU bad news protocol.
2. To ensure that the delivery of bad news is conducted with the utmost empathy and professionalism.
3. To identify any gaps and provide recommendations for improvements

Table 1: Criteria and standards

Criteria	Verification	
	Compliant (Yes)	Non-compliant (No)
Preparation Before Meeting		
Preparation Before Meeting		
Appropriate Setting Chosen		
Compassionate Introduction		
Use of Clear and Simple Language		
Sensitive Communication		
Time for Processing Information		
Patient/Family Questions Encouraged		
Offer of Emotional Support		
Plan for Next Steps Discussed		
Follow-Up Arranged		

Methodology

- **Data Collection:** Observation, staff interviews, and parental interviews were conducted.
- **Sample Size:** 3 cases.
- **Criteria Evaluated:** 10 key criteria for delivering bad news.
- **Monitoring Tool:** Checklist-based compliance assessment.

Result

The monitoring of the NICU Bad News Breaking protocol adherence demonstrated exemplary performance, with a 100% compliance rate across all criteria. This indicates that the staff consistently followed the established protocol when delivering difficult news to patients and their families. Key aspects such as preparation before the meeting, choosing an appropriate setting, using clear and simple language, and providing compassionate communication were all adhered to without exception. Additionally, the staff ensured that patients and families had adequate time to process the information, encouraged questions, offered emotional support, discussed next steps, and arranged follow-up consultations. This high level of adherence reflects the staff's commitment to delivering bad news in a sensitive, empathetic, and supportive manner, which is crucial for maintaining trust and providing comprehensive care in the NICU setting (**Table 2**).

Table 2: NICU Bad News Breaking protocol adherence monitoring performance

Variable	Yes	No	% Compliance
Preparation Before Meeting: Staff reviewed the patient's case and ensured privacy before delivering the news.	4	0	100
Appropriate Setting Chosen: Bad news was delivered in a quiet, private setting without interruptions.	4	0	100
Compassionate Introduction: Staff introduced themselves, explained their role, and prepared the patient/family for the news.	4	0	100
Use of Clear and Simple Language: The news was delivered using clear, straightforward language without medical jargon.	4	0	100
Sensitive Communication: Staff used a compassionate tone, displayed empathy, and maintained eye contact.	4	0	100
Time for Processing Information: The patient and family were given time to process the information, with space for silence if needed.	4	0	100
Patient/Family Questions Encouraged: Patients and family members were encouraged to ask questions, and staff provided clear, thoughtful responses.	4	0	100
Offer of Emotional Support: Emotional support resources (e.g., psychologist, social worker) were offered to the patient/family.	4	0	100
Plan for Next Steps Discussed: After delivering the news, staff discussed the next steps in treatment, care options, or further actions.	4	0	100
Documentation: The delivery of the bad news and the patient response were documented in the medical record.	4	0	100
Follow-Up Arranged: A follow-up meeting or consultation was scheduled to address further questions and plan for ongoing support.	4	0	100
	44/44	0/44	100%

Discussion

The results of the NICU Bad News Breaking protocol adherence monitoring highlight an exemplary level of compliance, with a 100% adherence rate across all evaluated criteria. This outstanding performance underscores the staff's dedication to delivering difficult news in a manner that prioritizes empathy, clarity, and support for patients and their families. The consistent adherence to the protocol reflects a well-established culture of compassionate communication within the NICU, which is essential for maintaining trust and providing holistic care during emotionally challenging situations.

The high compliance rate in areas such as preparation, appropriate setting, and sensitive communication demonstrates the staff's understanding of the importance of creating a supportive environment for delivering bad news. The use of clear and simple language, along with the encouragement of questions and the offer of emotional support, further emphasizes the staff's commitment to ensuring that families fully comprehend the situation and feel supported throughout the process. Additionally, the discussion of next steps and arrangement of follow-up consultations indicate a proactive approach to ongoing care and support.

These results suggest that the current training and protocols in place are effective in guiding staff through the difficult task of breaking bad news. However, maintaining this high standard requires continuous reinforcement and regular monitoring to ensure that all staff members remain aligned with best practices. Future efforts could focus on sharing these positive outcomes as a benchmark for other departments and exploring opportunities for further enhancing communication skills through advanced training and role-playing scenarios. Overall, the findings reflect a strong foundation for delivering compassionate and effective care in the NICU, which is crucial for supporting families during some of the most challenging moments of their lives.

RECOMMENDATIONS

- ☛ Maintain Current performance regular by M&E

PERFORMANCE IMPROVEMENT PLAN

- ☛ **NO MAJOR GAP SEEN**



Guyyaa/ቀን/Date: _____ / _____ / _____

- ☞ Garee tajaajila NICU irraa
- ☞ Garee Qulquullina Tajaajila Fayyaatiif

Dhimmi: waa'ee Gabaasa Structural protocol mon erguu ilaala

Akkuma mata Dureerrattii ibsamuuf yaalameettii **Structural protocol** “**Bad News Breaking**” Jedhamu kan kurmaana **4ffaa** bara **2017** xalayaa **Fuula 9** qabuu gaggeessituu kana waliin walqabsiifnee isiiniif eerguu keenya kabajaan isiniif beeksiifnaa.

Nagaya wajiin!!