

Transcript

Sophie Hallman : ([NEUTRAL] |HI,| DOCTOR. |I'M| MEETING WITH YOU TODAY TO HELP GET SOME QUESTIONS ANSWERED ABOUT MY CONDITION.)

Sophie Hallman : ([NEUTRAL] I UNDERSTAND THAT I HAVE LUNG CANCER AND THAT IT HAS SPREAD TO MY BONES |.| |I'M| HAVING A LOT OF PAIN IN MY CHEST AND |I'M| CURRENTLY TAKING LORTAB TO HELP MANAGE THAT PAIN |.)

Dr. Benjamin Kane : (I AM REALLY SORRY ABOUT YOUR PAIN |,| SOPHIE |.| WE CAN TRY PUTTING YOU ON A HIGHER DOSE OF THE PAIN MEDICATION |.)

Sophie Hallman : ([NEUTRAL] THAT WOULD BE GREAT |.)

Dr. Benjamin Kane : (ABOUT YOUR CANCER |.| UNFORTUNATELY |,| IT SEEMS LIKE THE SIZE HAS NOT DECREASED LIKE WE HAD HOPED |.)

Sophie Hallman : ([NEUTRAL] IS THAT BAD ?)

Dr. Benjamin Kane : (YES |,| SOPHIE |.| IT DOES NOT SEEM LIKE YOU ARE GOING TO BE ABLE TO BEAT IT |.)

Sophie Hallman : ([NEUTRAL] WHAT DOES THAT MEAN ?)

Dr. Benjamin Kane : (IT MEANS THAT YOU ARE NOT GOING TO MAKE IT |.)

Sophie Hallman : ([NEUTRAL] WHAT ARE MY OPTIONS ?)

Dr. Benjamin Kane : (WHAT ARE YOUR GOALS AT THIS POINT ?)

Sophie Hallman : ([NEUTRAL] I WANT TO BE ABLE TO WATCH MY GRANDSON GRADUATE |.)

Dr. Benjamin Kane : (WHEN DOES HE GRADUATE ?)

Sophie Hallman : ([NEUTRAL] IN A FEW WEEKS |.)

Dr. Benjamin Kane : (I THINK YOU WILL DEFINITELY BE ABLE TO WATCH YOUR GRANDSON GRADUATE |,| SOPHIE |.| MOST LIKELY |,| WE ARE LOOKING AT A MATTER OF MONTHS |.| MAYBE UP TO A YEAR |.)

Sophie Hallman : ([NEUTRAL] |THAT'S| GREAT NEWS |,| DOCTOR |.)

Dr. Benjamin Kane : (I AM GLAD IT BRINGS YOU SOME COMFORT |.| HOW CAN WE HELP YOU BE HAPPY FOR THE TIME YOU HAVE LEFT ?)

Sophie Hallman : ([NEUTRAL] I |DON'T| KNOW |.| |I'M| JUST NOT READY TO TALK ABOUT MY CONDITION ANYMORE |.)

Dr. Benjamin Kane : (THAT IS FINE |.| I KNOW IT IS A LOT TO PROCESS |.| PERHAPS WE CAN

SCHEDULE A FOLLOW UP MEETING ?)

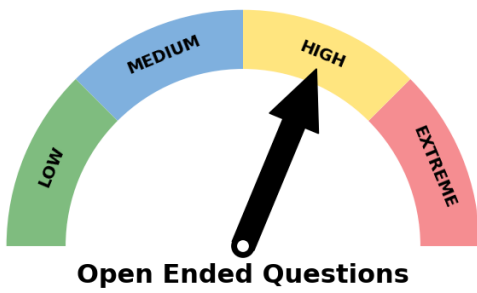
Sophie Hallman : ([NEUTRAL] THAT WOULD BE GREAT |.)

Dr. Benjamin Kane : (OKAY |,| SOUNDS GOOD |.| GOODBYE FOR NOW |,| SOPHIE |.)

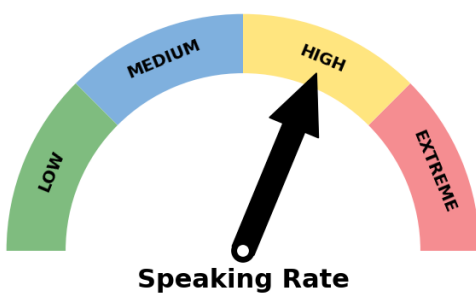
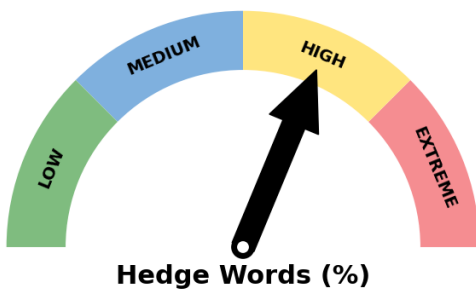
Sophie Hallman : ([NEUTRAL] THANK YOU FOR MEETING WITH ME TODAY. BYE.)

Well done, clinician! You used the 3E skillset to communicate effectively with your patient. You successfully empowered them by listening and asking first, and then being explicit with the facts. You empathized with your patient by acknowledging the difficulty of the conversation and validating their feelings. Great job! To take your communication skills even further, you could try to anticipate more of the patient's needs and concerns, and provide further emotional support.

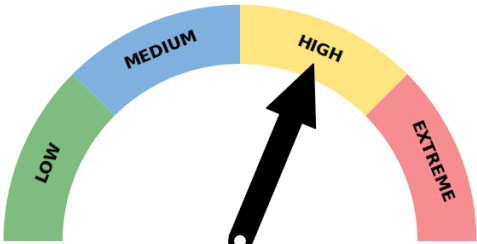
Empower



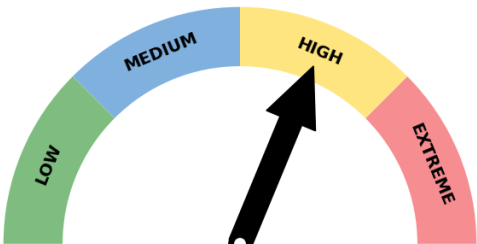
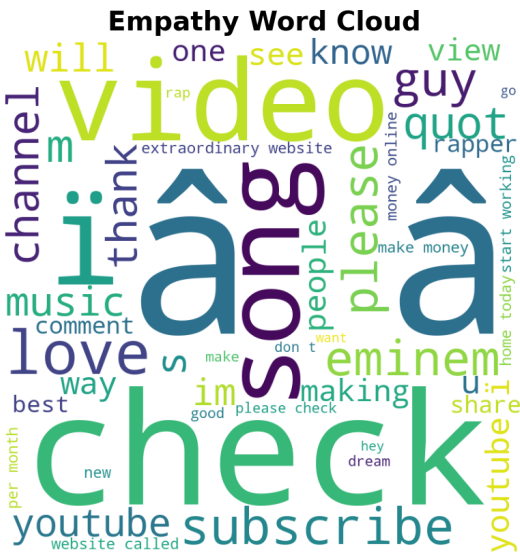
Be Explicit



Empathize



Personal Pronouns



Average Empathy