

SPIKES PROTOCOL ~ developed by Dr. Walter Bailea & Dr. Robert Buckman

S

•Setting and Listening Skills. Pay attention to the physical space, body language, positioning in the room. Ask open ended questions, use pause and silence as tools, clarify what is said. Give time for the conversation.

P

•Perception. Ask the patient to tell what they know and understand about their medical condition. Listen to the level of vocabulary: note any mismatches in the information and their perception of it.

I

•Invitation. Find out from the patient what and how much they want to know. Accept their right not to know, but check in often that this is still the case.

K

•Knowledge. Bring the medical information in alignment with the patient's ability to understand the information. Give in small bits. Check in and confirm they understand the information given.

E

•Explore Emotions and Empathize. Identify and name the emotions: Anger? Shock? Sadness? Respond in a way that shows you see how this news might be causing the emotion. Do not pass over this step. "I can see this news has upset you" demonstrates your caring, and seeing the patient as a whole person with feelings, as well as a disease.

S

•Strategy and Summary. Propose a strategy, and negotiate the plan. Agree, then summarize. Clearly state what and when you will be doing and when you'll be meeting again.

CLASS Protocol ~ developed by Dr. Walter Bailea & Dr. Robert Buckman

C

•**Context** of Setting: 1. physical space - try to ensure privacy, relatives or friends sit next to the patient. 2. body language - try to look relaxed and unhurried and maintain eye contact, touch may also be useful

L

•**Listening** Skills: open questions, facilitating - pause and silence may help, clarifying, handling time and interruptions

A

•**Acknowledge** Emotions & Explore Them: the emphatic response - identify the emotion, the cause, or the source of the emotion and respond in a way that shows that you've made the connection between the two.

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•**Management Strategy**: think about what is best medically and then assess patients expectations of the condition, treatment and outcome; then propose a strategy and assess patient's response; then agree on the plan.

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•**Summary** & Closure: ending the interview, give a summary of what's been discussed, any important questions or issues they want to discuss, and a clear contract for the next contact