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AN ART OF COMMUNICATION OF BREAKING BAD NEWS AMONG NURSES AND THE IMPACT OF BREAKING BAD NEWS AMONG CANCER PATIENTS AND THEIR RELATIVES: ORIGINAL STUDY

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ABSTRACT

Any news that drastically and negatively alters the patient's view of her or his future" is bad news. problem statement is "A study on art of communication of breaking bad news among nurses and the impact of breaking bad news among cancer patients and their relatives at oncology department in J.N.M.C. Hospital AMU, Aligarh' with objectives, to assess an art of communication breaking bad news among nurses, to prepare interview schedule, to assess attitude on impact of breaking bad news among cancer patient, to council the patient and their caregivers. These were fulfilled by these results 55% nurse was found in struggling condition to find the right words while 45% nurse was confident to find the right words. 30% patients relative think that nurse only took care of his/her own needs during the interaction while 70% have cared about the patients need. 100% patients cooperate nurses during their treatments.

Keywords: *Breaking Bad News, Attitude, Impact, Communication*

INTRODUCTION

Background of Study

Any news that drastically and negatively (Buckman, 1984) alters the patient's view of her or his future" is bad news. According to Bor *et al.*, (1993), Breaking Bad News (BBN) has been defined as "situation where there is either a feeling of no hope, a threat of a person's mental or physical wellbeing, a risk of a upsetting an established lifestyle or where a message is given which conveys to the individual fewer choices in life".

It is imperative that bad news convey in a manner that minimizes the potential harm to patient, their families and even the health professional them (Breaking Bad News, 2003).

In many Asian cultures, it is considered unnecessarily cruel to directly inform a patient of a cancer diagnosis (Holland *et al.*, 1987). Oncology nurses need to develop expert communication skills, especially when delivering bad news to patients and families. Patients and families differ in their needs for levels of information, interpretation of information delivered to them, and responses to unfavorable news.

When bad news is delivered in a sensitive and caring manner, morale can be maintained, and the process of coming to terms with illness or death is possible through realistic expectations and ho (Radziewicz and Baile, 2001). Rates are rising as people live to an old age as mass life style changes occurs in the developing world (Jemal *et al.*, 2011).

Problem Statement

A study on art of communication of breaking bad news among nurses and the impact of breaking bad news among cancer patients and their relatives at oncology department in J.N.M.C. Hospital AMU, Aligarh.

Objectives

- a) To assess an art of communication breaking bad news among nurses.
- b) To prepare interview schedule.
- c) To assess attitude on impact of breaking bad news among cancer patient.
- d) To council the patient and their caregivers.

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MATERIALS AND METHODS

Methodology

The research approach for this study is quantitative. The research design is a blue print for conducting the study that maximizes control over factors that could interfere with the validity of the finding. It helps the researcher to planning and implements the research study. For present study it is descriptive. The target population includes the cancer patient in JNMC Hospital AMU Aligarh the accessible population includes patient who are admitted in cancer ward sample are cancer patients. The sample size for this study is 20.

The study was conducted in J.N.M.C hospital AMU, oncology department situated in Aligarh U.P Reasons for selection of the above setting. Availability of the subjects, Familiarity of the place, Proximity of the settings, economy of time, Easy acquaintance and accessibility the investigator had chosen this setting. The sample was collected by using non probability purposive sampling method.

Interpersonal Communication Barriers



Diagram Related to Interpersonal Communication Barriers

Steps in the Construction of the Tool

The instrument was developed by the investigator with the help of various resources and review of literatures. The questionnaire was prepared to evaluate the knowledge regarding the art of communication of the breaking bed news.

Section A

Self- structure interview schedule consist of 6 question regarding Demographic Data (Age; Sex; Marital status; Siblings; Social Economic Status and Residential area).

Section B

Self-Structured interview schedule consists of 30 questions regarding art of communication.

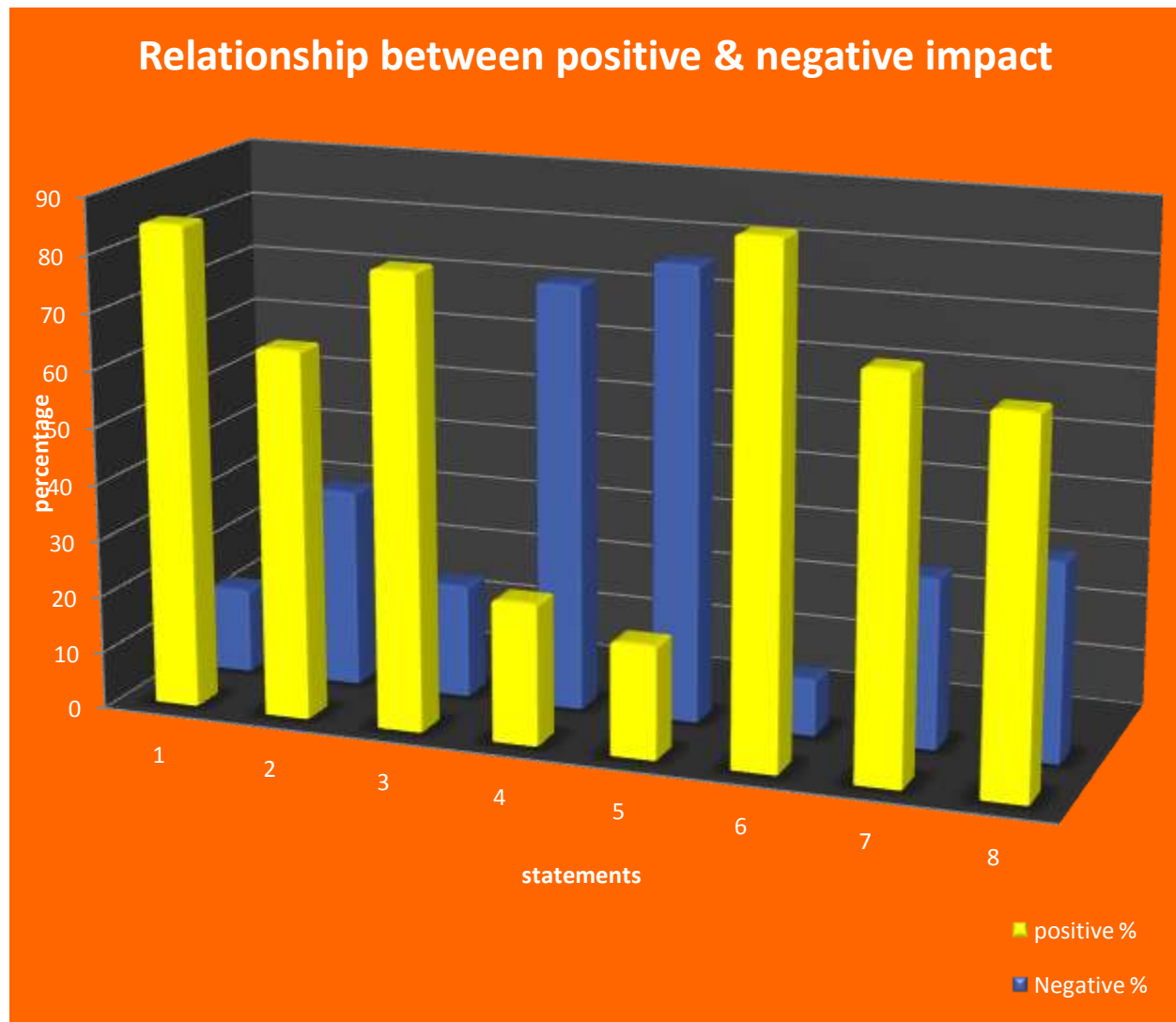
Section C

Self-structure interview schedule consists of 25 question regarding attitude of patients and their relatives.

Points to be taken During the Development of Tools:

Vernacular Language

A vernacular is the native language or native dialect of a specific population (see slang), as opposed to a language of wider communication that is a second language or foreign language to the population, such as a national language, standard language, or lingua franca.



Graph 3: A graph showing a relationship between positive and negative impact of the patient on a component Nurses behaviors

Tradition and Belief

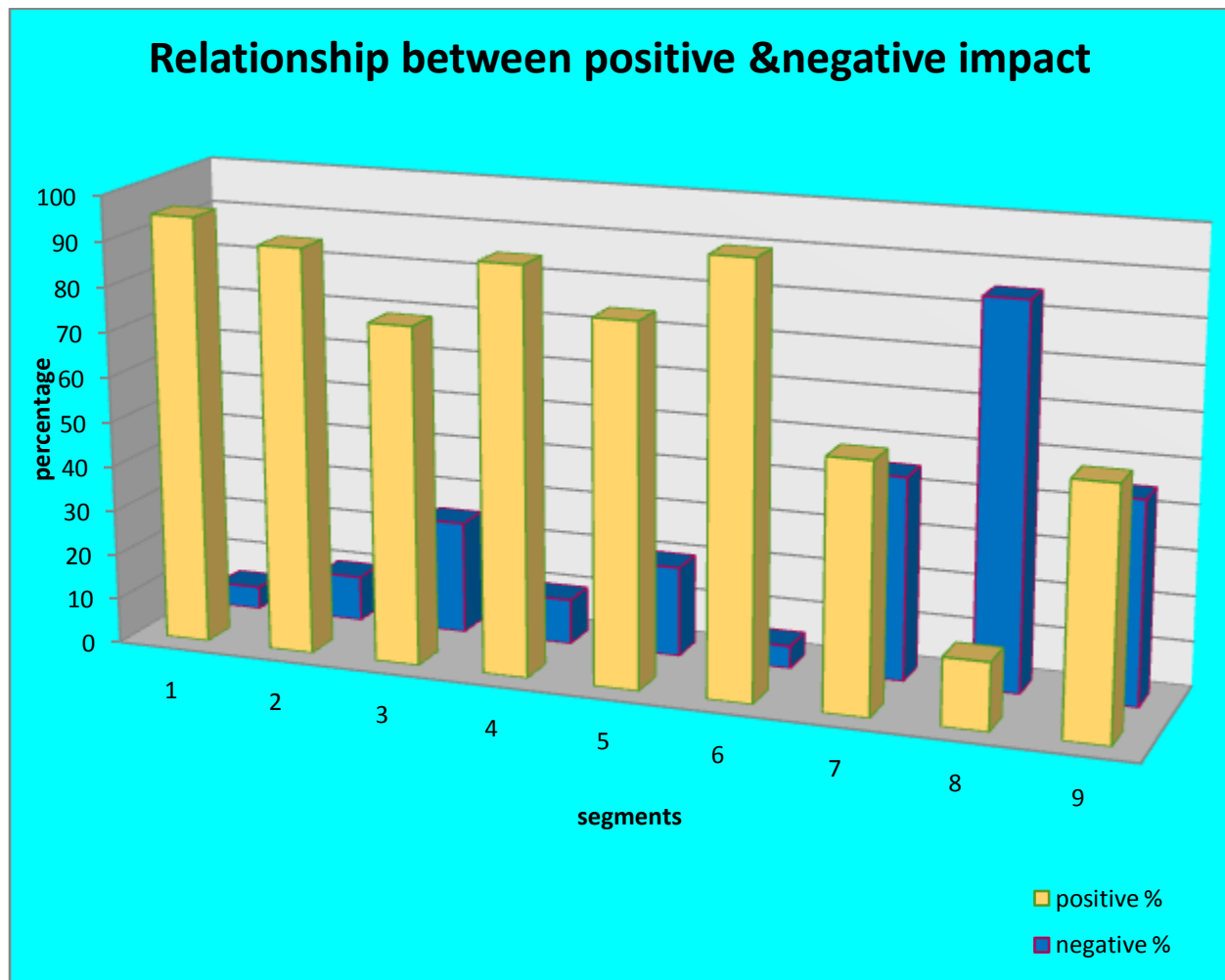
A tradition is a belief or behavior passed down within a group or society with symbolic meaning or special significance with origins in the past. Common examples include holidays or impractical but socially meaningful clothes (like lawyer wigs or military officer spurs), but the idea has also been applied to social norms such as greetings.

Body Language

Body language refers to various forms of non-verbal communication, wherein a person may reveal clues as to some unspoken intention or feeling through their physical behavior. These behaviors can include body posture, gestures, facial expressions, and eye movements.

Eye Contact

Eye contact occurs when "two people look at each other's eyes at the same time. In human beings, eye contact is a form of nonverbal communication and is thought to have a large influence on social behavior.



Graph 4: A graph shows a relationship between positive & negative impact of patients on component nurses communication

Alignments of Thought

The definition of alignment is to bring components or parts into proper or desirable coordination correlation.

Environment

The place where the patient gate the breaking bed news and how the nurse arrange the unit for breaking bed news the healthy, comfortable calm environment is created while given a breaking bed news among cancer patient and their relative (Jemal *et al.*, 2011).

Description of the Tool

The Developed Tools were organized in 3 Sections. These are as Follows:

Section A: Self structured interview scheduled consists of 6 items regarding demographic variables. (Age, sex, marital status, sibling, economic condition and residential area).

Section B: Self-structured interviews scheduled consist 30 items on art of communication of breaking bed news and the impact on the patient and their relative.

Section C: Self-structured interview scheduled composed of 25 items to assess the impact and attitude of the patient and there relative related to art of communication of breaking bed news and their impact.

Scoring Procedure

Section A: Self-structured interview schedule Demographic data.

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Section B: The self- structured interview schedule consists of 30 Items where total score is 30 for Yes answer score “1” (one) and for No answer score “0” (zero).

Section C: The self-structured interview schedule where total score is 25 for yes answer score is “1” (one) and for no answer score is “0” (zero).

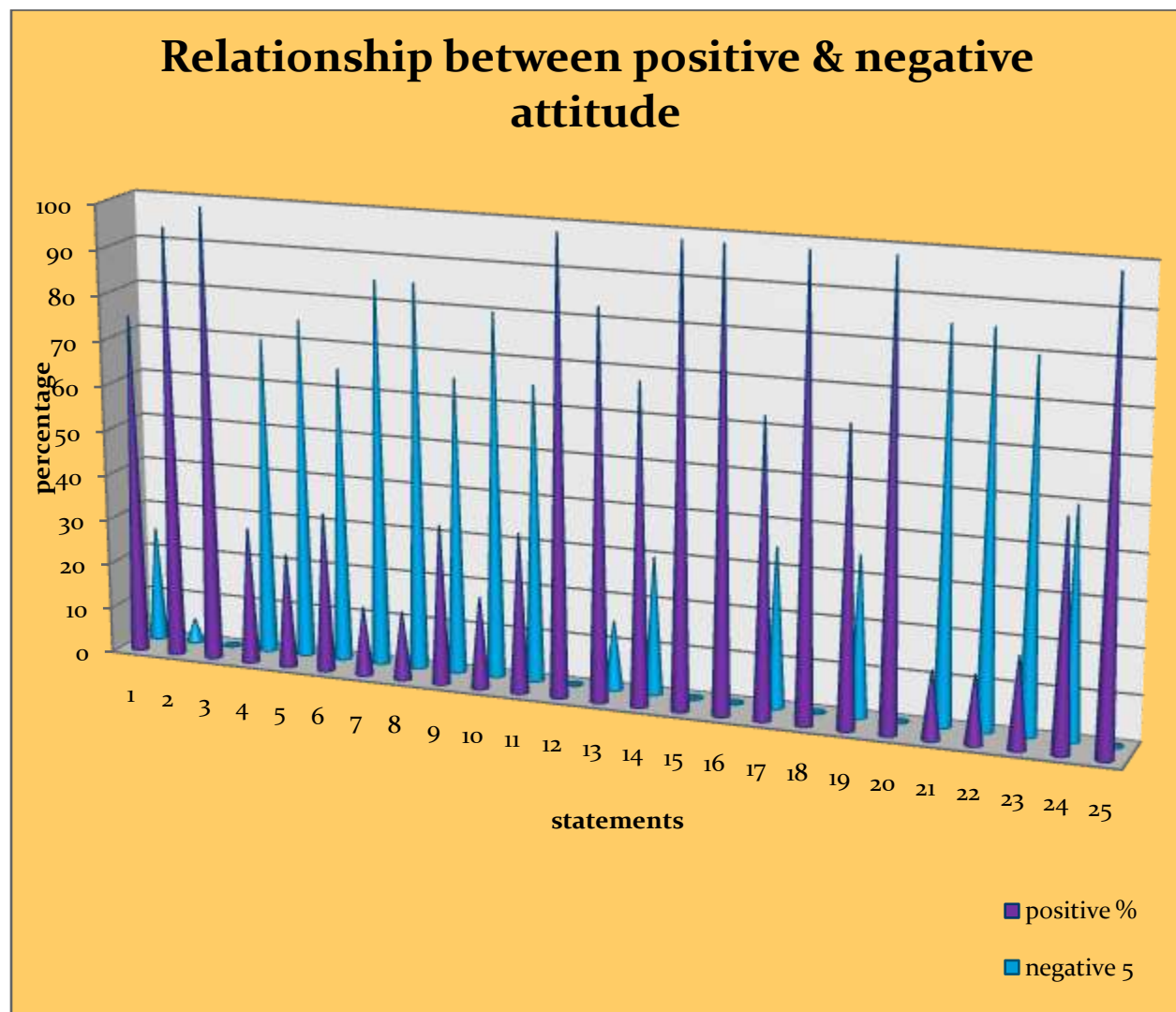
Method for Data Collection

Written permission was sought from obtained from authorities concerned. The sample was taken from JNMC Hospital AMU Aligarh.

The data collection procedure conducted between 11 to 15 February an initial rapport was established purpose of the study was explained to them the total number of patient is 20 were assessed on the same day self- structured interview schedule was taken time was given for clarification and review privacy was provided to the patient and their relative.

Plan for Data Analysis

The data was analyzed using descriptive and inferential statistics. They were analyzed in the term of the objective of the study using descriptive, data was organized and presented on table and diagram, all the analysis was carried out manually.



Graph 6: Graph shows a relationship between a positive and negative attitude of the patient

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Findings

Objective 1 is to assess an art of communication of breaking bad news among nurses which is fulfilling by these statements, the overall art of communication 60% of nurses done properly.

Objective 2: The researcher prepare interview schedule, and implement it properly on patients.

Objective 3: To assess attitude on impact of breaking bad news among cancer patient. Attitude of majority was negative towards disease.

Objective 4: To council the patient through which the patient and their relatives are enable to understand about their disease condition and for changing their attitude from negative to positive.

Conclusion

In this study the authors found that 85% was serious and maintained good rapport they were confident to find the right words during interaction. 15% nurse was found in struggling condition to find the right words. 100% patients were cooperated during the treatment. Majority of respondents for communication was positive, majority of nurses behavior were positive. Attitude of patients towards disease was negative.

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