

HOW TO HANDLE NEWLY DIAGNOSED CANCER PATIENTS AND COMPLEX SITUATIONS

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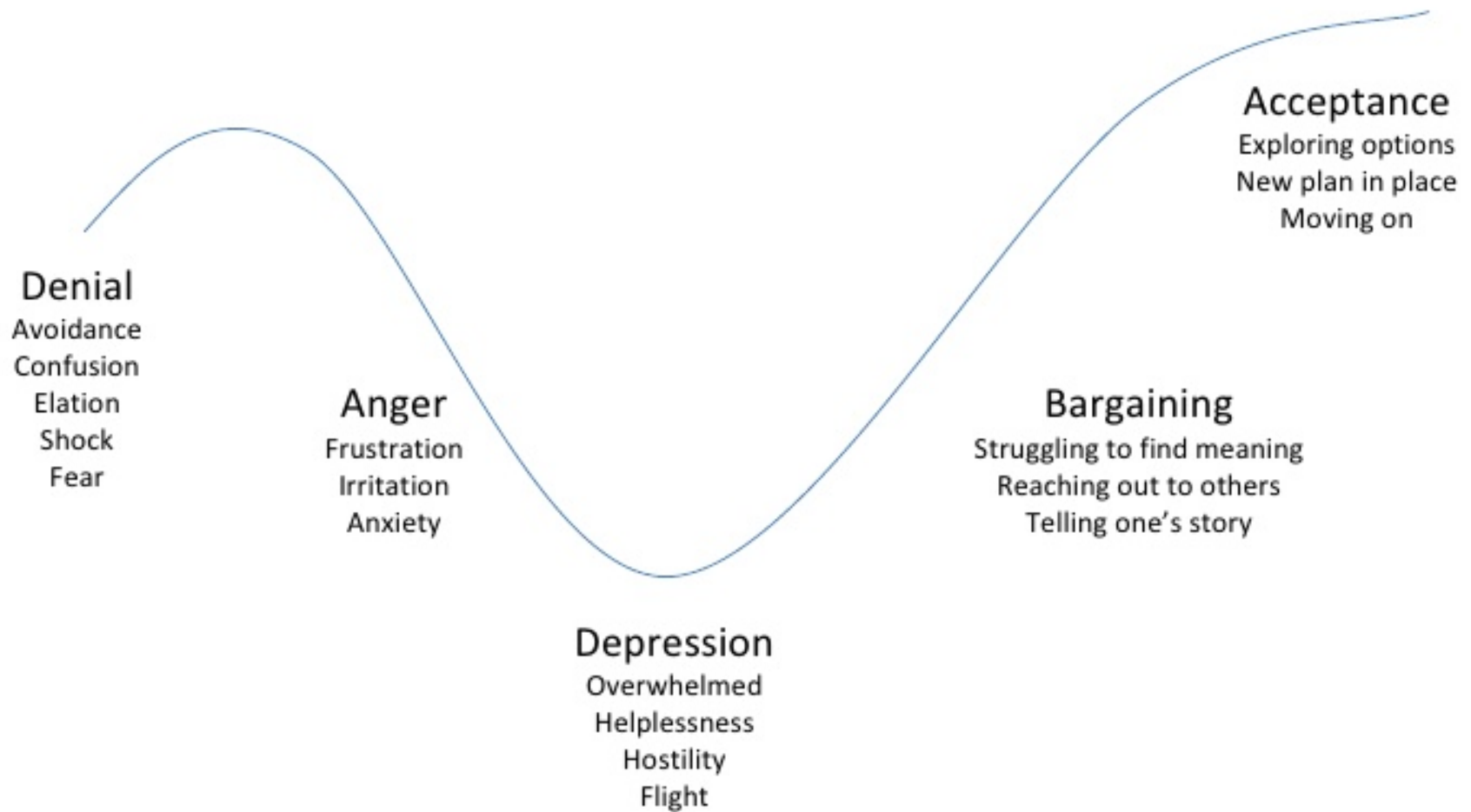
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In this presentation:

1. Background
2. Social support needs
3. Communication strategies and techniques to avoid resistance in complex situations
4. Role Play
5. Conclusion: the advocate's attitude

Kübler-Ross Grief Cycle



Information and
Communication

Emotional Support

Guidance and
Direction



Social Support Types

Type of Social Support

Definition

Application

1. Emotional

Expressions of empathy, love and caring

Provide hope
Listening
Hugging
Companionship

2. Instrumental

Tangible aid and service

Give money
Visit the patient while in chemo
Provide parking lot stamps

3. Informational

Advice, suggestions and information

Provide advice on coping with side effects
Provide facts about cancer and its treatment

4. Appraisal

Information that is useful for self-evaluation

Talking about feelings with a counselor or physician
A friend who reminds you of your assets to beat cancer

Communication strategies and techniques to use in complex situations:

1. Asking permission
2. Eliciting / evoking change talk
3. Use open ended questions
4. Reflective listening
5. Normalizing
6. Decisional balancing
7. Columbo approach
8. Statements supporting self-efficacy
9. Affirmations
10. Advice / feedback
11. Summaries

Let's Role Play!

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Emotional Stage

1. Denial

2. Anger

3. Depression

4. Bargaining

5. Acceptance

Type of Social Support

1. Emotional

2. Instrumental

3. Informational

4. Appraisal

In conclusion, a patient-centered, non-judgmental attitude of an advocate should include:

1. Show empathy – “sorry to hear...”
2. Ask open questions (and get involved) – how can I help?
3. Show an active listening attitude
4. Recognize the need of the person and the emotion that underlies it
5. Provide information and resources
6. Show integrity
7. Open door policy

Thank you

If you have any questions, comments, or personal experience that you want to share personally with me, you can do it via e-mail to nevescristian@gmail.com or guytavori@gmail.com