

SHARED VOICE

INDIVIDUALIZING PATIENT-CENTERED COMMUNICATION
FOR ADVANCED LUNG CANCER PATIENTS

VIDEO 5



Final Thoughts With Previously Recorded Q&A

Featuring Dr. Walter Baile, Moderator, and oncologist panelists Dr. Corey Langer, Dr. Benjamin Levy, and Dr. Antoinette Wozniak

Video Synopsis

This video excerpt features engaging questions from the viewing audience and answers from the moderator and distinguished panel regarding communication issues across the care continuum.

Video Key Takeaways

- Members of the cancer care team can prepare for difficult discussions and better manage patient expectations by utilizing a patient-centered approach^{1,2}
- It is important that the patient has a support system present during appointments; patient-clinician discussions reinforcing the importance of a support system may help lower patient anxiety²
- Building the care team in a private practice setting may fall on the oncologist to identify and coordinate local resources such as social workers, pain management teams, and other support staff that may be available at surrounding hospitals
- Asking patients about their goals throughout treatment should be a best practice as physicians implement shared decision making

Discussion Starters

- What are some of the tools that you use for communicating with your patients?
- What is your approach when patients come alone to appointments? How do you respond to patients who do not want their family to know about their prognosis or treatment plan?

SHARED VOICE

INDIVIDUALIZING PATIENT-CENTERED COMMUNICATION
FOR ADVANCED LUNG CANCER PATIENTS

Supporting the Conversation



Patients desire clinician empathy in addition to information



Clinician empathy has been found to positively influence patient satisfaction of consultations when bad news was delivered^{3,4}

Final Thought

Effective communication is an essential component to delivering quality care. The difficult nature of some of these discussions adds to the communication challenge. As a member of the cancer care team, you can prepare for these difficult discussions and better manage patient expectations with a patient-centered approach.

—Dr. Walter Baile

References

1. Levit LA, Balogh EP, Nass SJ, et al. *Delivering High-Quality Cancer Care: Charting a New Course for a System in Crisis*. Washington, DC: The National Academies Press; 2013.
2. Epstein RM, Street RL. *Patient-Centered Communication in Cancer Care: Promoting Healing and Reducing Suffering*. Vol NIH Publication 07-6225. Bethesda: National Cancer Institute; 2007.
3. Lelorain S, Brédart A, Dolbeault S, Sultan S. A systematic review of the associations between empathy measures and patient outcomes in cancer care. *Psychooncology*. 2012;21(12):1255-1264.
4. Ptacek JT, Ptacek JJ. Patients' perceptions of receiving bad news about cancer. *J Clin Oncol*. 2001;19(21):4160-4164.