

**INSTRUCTIONS:** All questions have only one correct answer

1. Clinicians have done a poor job of providing truthful information when discussing bad news for all the following reasons, EXCEPT:

1. Fear of provoking uncomfortable emotional reaction in patient or self: *What if I start crying*
2. **Fear of being physically attacked**
3. Fear of destroying hope: *"I don't want to be the one that takes away all hope"*
4. "Guilt: *"I should have found the cancer sooner"*

2. True statements about how patients view bad news information include all the following EXCEPT:

1. Patients almost always want direct, truthful information.
2. Patients find effective ways to cope with bad news
3. Clinician empathy and honesty promotes trust
4. **Patients accept that clinicians may need to shade the truth**

3. Which of the following is the recommended order of communication steps:

1. Give a warning shot then ask what the patient knows, then allow silence
2. **Ask what the patient knows, provide bad news information, then allow silence**
3. Provide bad news information, discuss treatment options then allow silence
4. Discuss treatment option, ask what the patient knows, then allow silence

4. All of the following are good habits when discussing bad news by telephone:

1. Offer to meet in person
2. Clarify whom you are speaking to
3. **Shade the truth to avoid upsetting the patient**
4. Describe your role and reason for calling

5. Providing bad news can be stressful for clinicians; all the following are recommended self-care strategies, EXCEPT:

1. Debrief difficult cases with colleagues
2. **Do not dwell on your professional actions**
3. Stay healthy: eat right and exercise
4. Pay attention to your relationships with family and friends