

# Communicating Bad News in Pediatric Practice and It's Impact on Child Behavior

**Thesis**

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# تبليغ الأخبار السيئة في طب الأطفال وتأثيره على سلوك الطفل

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# **List of Abbreviation**

- **AAP: American Academy of Pediatrics**
- **ED: Emergency department**
- **ICU: Intensive care Unite**
- **NICU: Neonatal Intensive Care Unite**
- **PICU: Pediatric Intensive Care Unite**
- **PSC: Pediatric Symptoms Check List**
- **AACH: American Academy on Communication in Health Care**

# Results

## **Parent's questionnaire**

In the current study, we approached 100 mothers who visited diabetic & neurology clinics in children's hospital, Cairo University the response rate was high to share but some of them didn't answer some questions e.g. 50% gave no answers on asking about doctor's reaction about their feeling during interview and 3% gave no answers on asking about the threatening information were discussed in the interview

## **Participants' characteristics Table (5):**

Throughout the whole sample; the median age of participating mothers was 29 years (range 18-60) only 20% (n=20) of the mothers comprising the cohort of this study had college degree. while 34% (n=34) had secondary education, 24% (n=24) had primary education and 22% (n=22) didn't get any sort of formal education. 85% (n=85) were housewife.

The sex distribution of the children in this study was 62 males (62%) and 38 females (38%).

The median age of these children (6, 44 years) 62% (n=62) of the children were diabetic & 38% (n=38) have neurological disorder e.g. epilepsy **Table(5)**

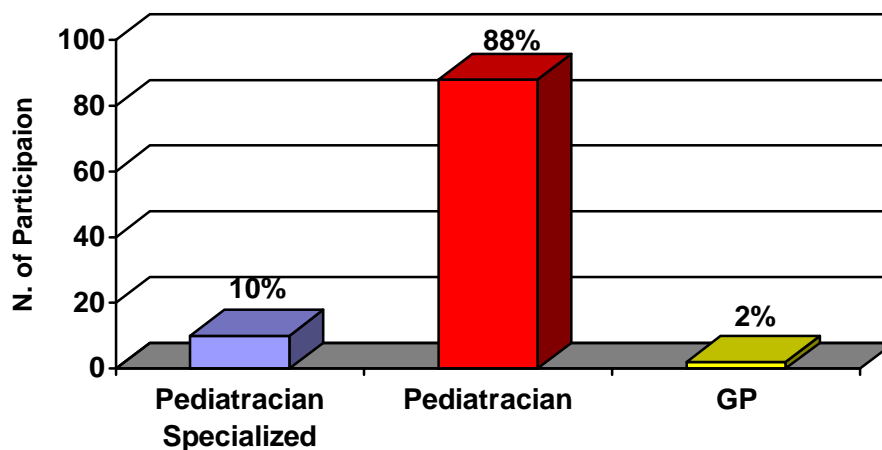
**Table (5): showed sample characteristics**

<b>Characteristic</b>	<b>Percentage (%)</b>
Education level : <ul style="list-style-type: none"><li>- No education</li><li>- Primary</li><li>- Secondary</li><li>- High</li></ul>	22% 24% 34% 20%
Job Description : <ul style="list-style-type: none"><li>- Housewife's</li><li>- Teachers</li><li>- Employers</li><li>- Workers</li></ul>	85% 3% 11% 1%
Children's Sex : <ul style="list-style-type: none"><li>- Male</li><li>- Female</li></ul>	62% 38%
Children's disease: <ul style="list-style-type: none"><li>-Diabetes</li><li>-neurological disorder</li></ul>	62% 38%
Children's Behavior : <ul style="list-style-type: none"><li>- Normal</li><li>- Internalizing</li><li>- Externalizing</li><li>- In attention</li></ul>	73% 25% 1% 1%

## **1-Information Management:**

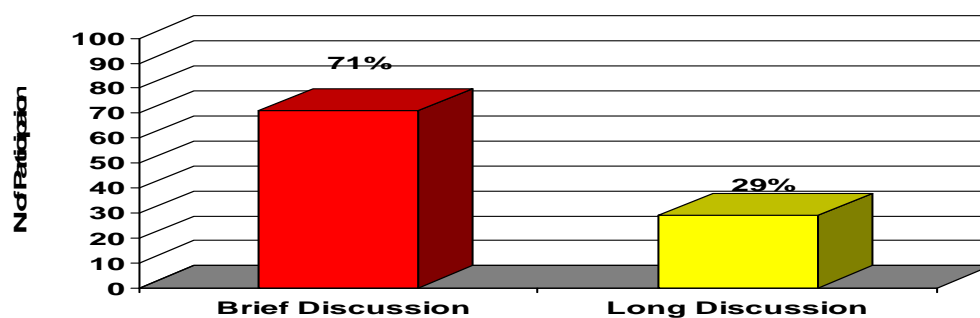
On replying to the question “which physician gave you the primary information about the disease? The answers were pediatricians (88%), (10%) specialized pediatricians and 2%General practioner.**Fig (1)**

**Figure. (1) Showed the type of Physician who gave the first information about the disease**



In all cases (100%), the diagnosis was communicated orally without any kind of illustrated material or written educational information. Only 29% of the mothers recalled that they received full-length counseling and 71% reported that the physicians did not take time in conveying the news of their children's diagnosis. **Fig. (2)**

**Figure.(2)showed the Length of the counseling**



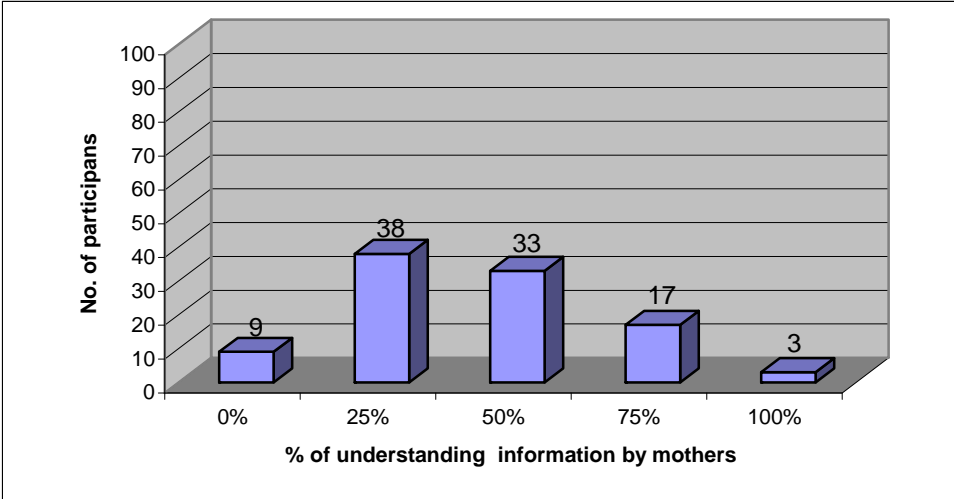
While,46% of the mothers stated that the physicians' explanations included medical terms that they were unable to understand them at that time. (40%) of the mothers stated that they had been encouraged to pose questions **Table(6)**.

**Table(6): showed the items content parents questionnaire**

Items	percentage	
	YES	NO
<b><i>Information management During counseling</i></b>		
1. Did the physician use medical jargon that you didn't understand at this time?	46%	54%
2. Did the physician encourage you to pose question?	40%	60%
<b><i>Prediagnostic knowledge &amp; information processing</i></b>		
3. Had you ever heard about this disease?	14%	86%
4. When you 1 <sup>st</sup> told the diagnosis, were you able to follow the physician's explanations?	40%	60%
5. Given your and emotional conditional at the time at initial counseling, were you able to ask questions	12%	88%
6. During the initial counseling, did you sometimes feel "stuffed" with too much information?	12%	88%
<b><i>Behavioral responses during days after the discussion.</i></b>		
7. Did you talk to relatives or friends about your child's disease during the days following the initial counseling?	66%	34%
8. Were you able to answer their questions sufficiently?	34%	66%
9. During days after initial counseling, had you wished to talk to the physician again early on because of arising questions?	79%	21%
<b><i>Adherence to guidelines of breaking bad news reported by parents</i></b>		
10. Was the news given in a private area?	2%	98%
11. Were the doctor phone closed?	50%	50%
12. Were the doctor accompanied by a member of nursing team?	20%	80%
13. Was the child present?	100%	0%
14. Was a follow up interview arranged?	98%	2%
15. Did the physician show empathy?	66%	34%
16. Were you satisfied ?	75%	25%
17. Did you want to follow up with the same physician?	88%	12%
18. Did the physician show caring attitude to your problem?	64%	36%

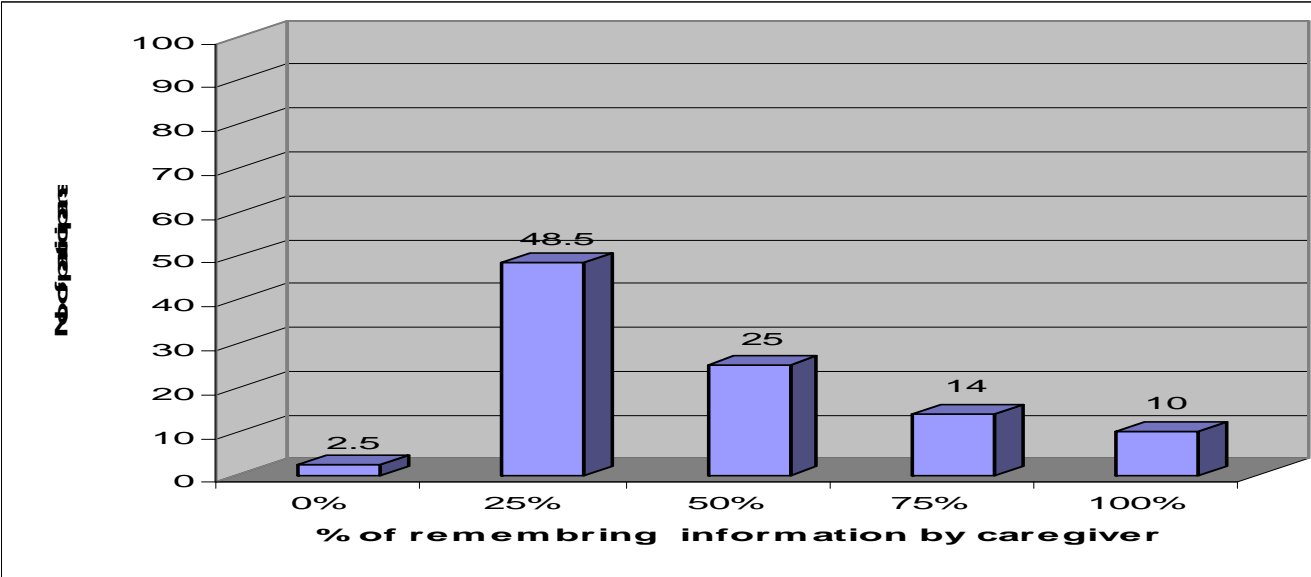
-The mothers were asked to estimate how much of the information given by the physicians they had understood and how much they still remembered.38%of them understood25%of the information, while 33% of them understood50%ofthe information,17%understood75%of the information and only3%understood all informationwhile9% understood nothing. . **Fig. (3)**

**Figure. (3) Showed the percentage of information understood by parents**



.On the other hand 48.5% of mothers remembered 25% of the information,25%remembered50%ofinformation,14%remembered 75% of information,2% remembered nothing while 10% remembered all information,fig.4

**Figure(4) showed percentage of information were remembered by parents**



## **2-Prediagnostic Knowledge and Information Processing**

Most of the parents in the study (86%) lacked any knowledge of the disease (diabetes and neurological disorder) and had never even heard of them before the diagnosis was established. Still, 40% stated that they were able to follow the physicians' medical instructions. 12% reported that despite their emotional turmoil, they were able to ask questions. About 12% felt occasionally "stuffed" with too much information **Table 6**.

## **3-Behavioral Responses during and after the Discussion**

### **(A)-Behavioral Responses during the discussion**

Mothers were requested to recall their emotional states by choosing the feelings they had felt among eight predefined feeling states and by adding those feelings not on the list. The most frequent stressing feelings parents experienced were fear (87%) and crying (31%); less pronounced were relief (3%), guilt (3%), despair (5%), and (3%) resignation. **Fig. (5)**

**Figure(5):Showed the parents' feeling during counseling**

