

*SUBJECT AND CURRICULUM REFERENCE:***Open discussion**

- Communication
- Professionalism

Length: 10 minutes

CLINICAL SCENARIO STEM:

Mrs Stephens is a 67yo lady with a known allergy to intravenous contrast. She presented with abdominal pain and fever with a working diagnosis is diverticulitis. You directed your HMO to request a CT abdomen, commence antibiotics and IV fluids and admit the patient under the surgical unit. A code blue was called in CT, Mrs Stephens developed anaphylaxis to the IV contrast she was administered, required CPR, intubation and has been transferred to ICU on an inotrope infusion in a critical condition

INSTRUCTIONS:

Candidate: Mrs Stephen's son (daughter) is sitting in the waiting room, unaware of what has happened. Can you please inform Mrs Stephen's son (daughter) of the events that have just taken place.

Role player - relative:

This is a conversation which will be led by the candidate. Your general demeanour will be of distress and shock, anger that the mistake occurred, and concern for your mother's health. Emotions should be tempered, you should not overplay the emotions, and allow the candidate to work through the open discussion process

If given the opportunity to ask questions, the following may be asked

- "why didn't you know about her allergy – we mention it every time mum is admitted to hospital"
- 'Is mum going to die? Are there going to be any long term complications?'
- 'Who is going to pay for mum's care?'
- 'If we have any more questions, who can we speak to?'
- 'Can I get a written report of what has happened today? When this is all over I am going to see a lawyer'

Examiner: Introduce candidate to patient's daughter/son **by name** (predetermined between examiner and role player) Afterwards, examiner has an observational role

Assessment criteria

- Move to a private area
- Inform relative of events in an open and honest manner, acknowledge that the event took place
- Apologise
- Must address relative by name

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- Acknowledge that information at this early stage is limited and that will not be able to draw specific conclusions regarding 'how' and 'why' until more information is gathered
- Inform the family that a full investigation will take place and there will be ongoing feedback to the family. This is a structured, formal process which analyses the event to find out how to prevent future occurrences
- Provide a clinical update about patients current condition
- Must display open, non-threatening body language, good eye contact
- Empathetic response to questions and subsequent discussion
- Does not provide promises that cannot or may not be able to be delivered
- Does not make clinical, predictions, assertions or assumptions that cannot be confirmed
- Offer to arrange escort of relative to ICU and liaise with ICU staff
- Offer to discuss events with other family members, give relative the option of calling a support person
- Provide the opportunity to ask questions
- Information about further support available to the patient and family
- Discussion of what will happen next, how information will be provided and by whom