

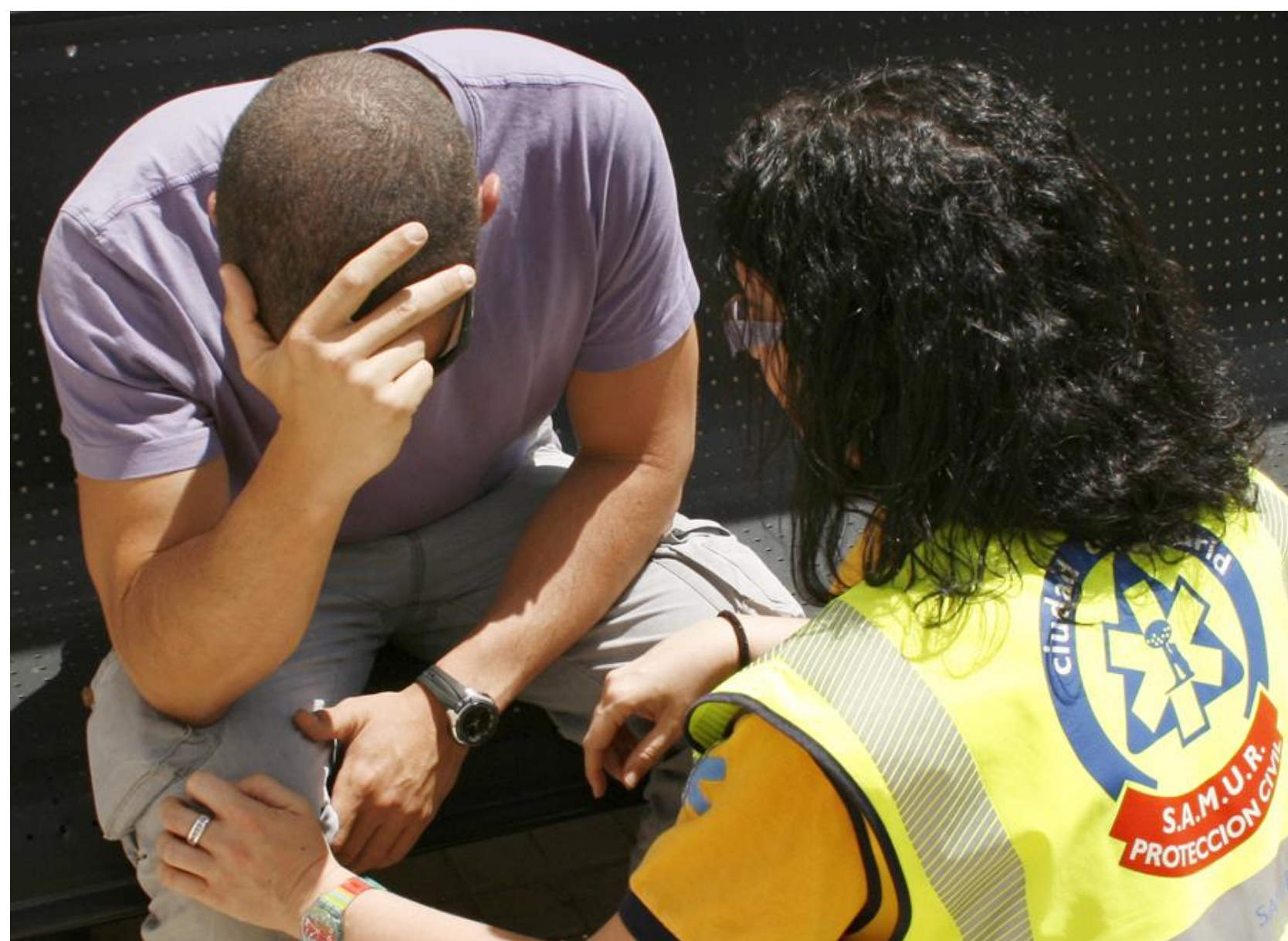
Communication of bad news in emergencies



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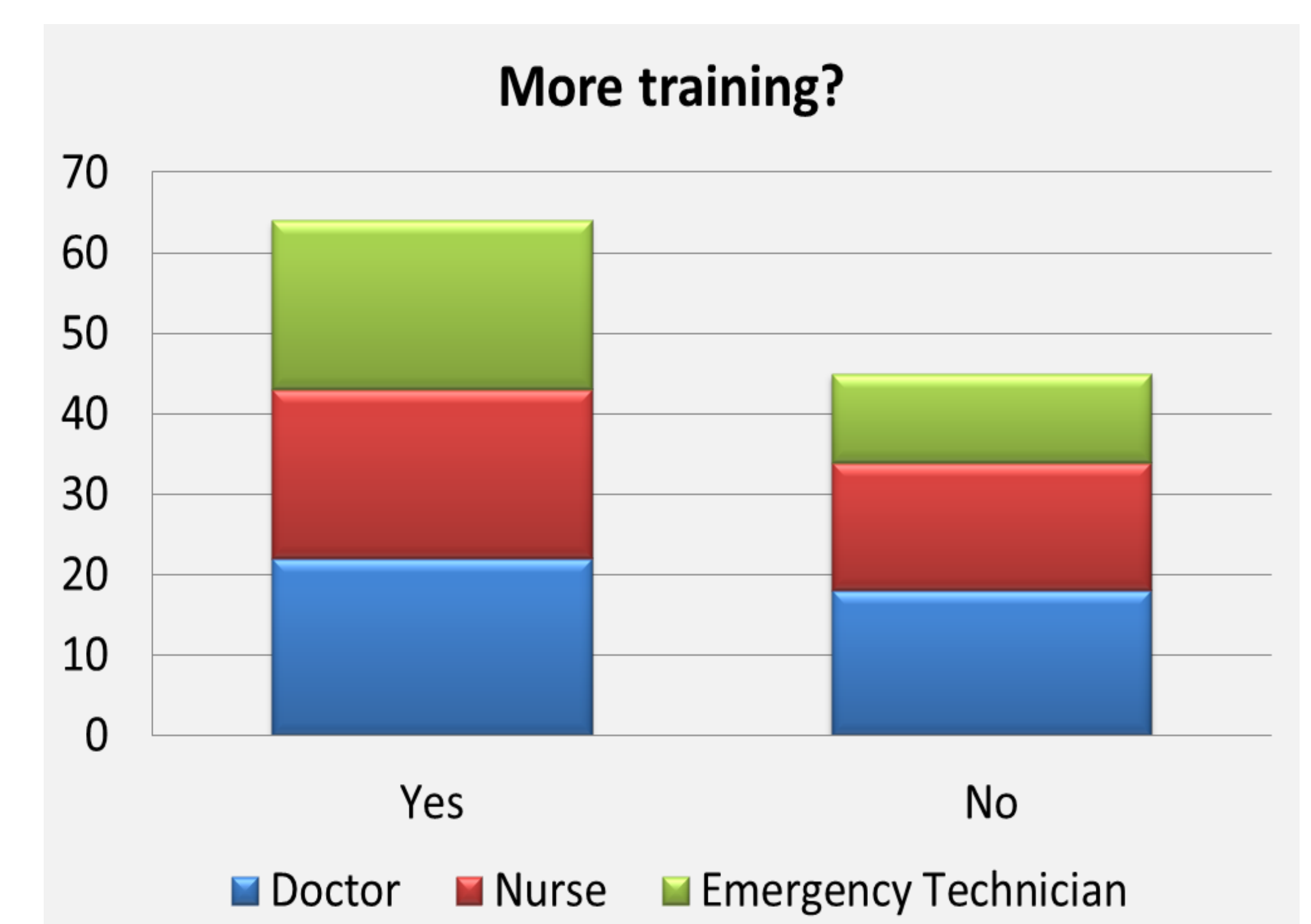
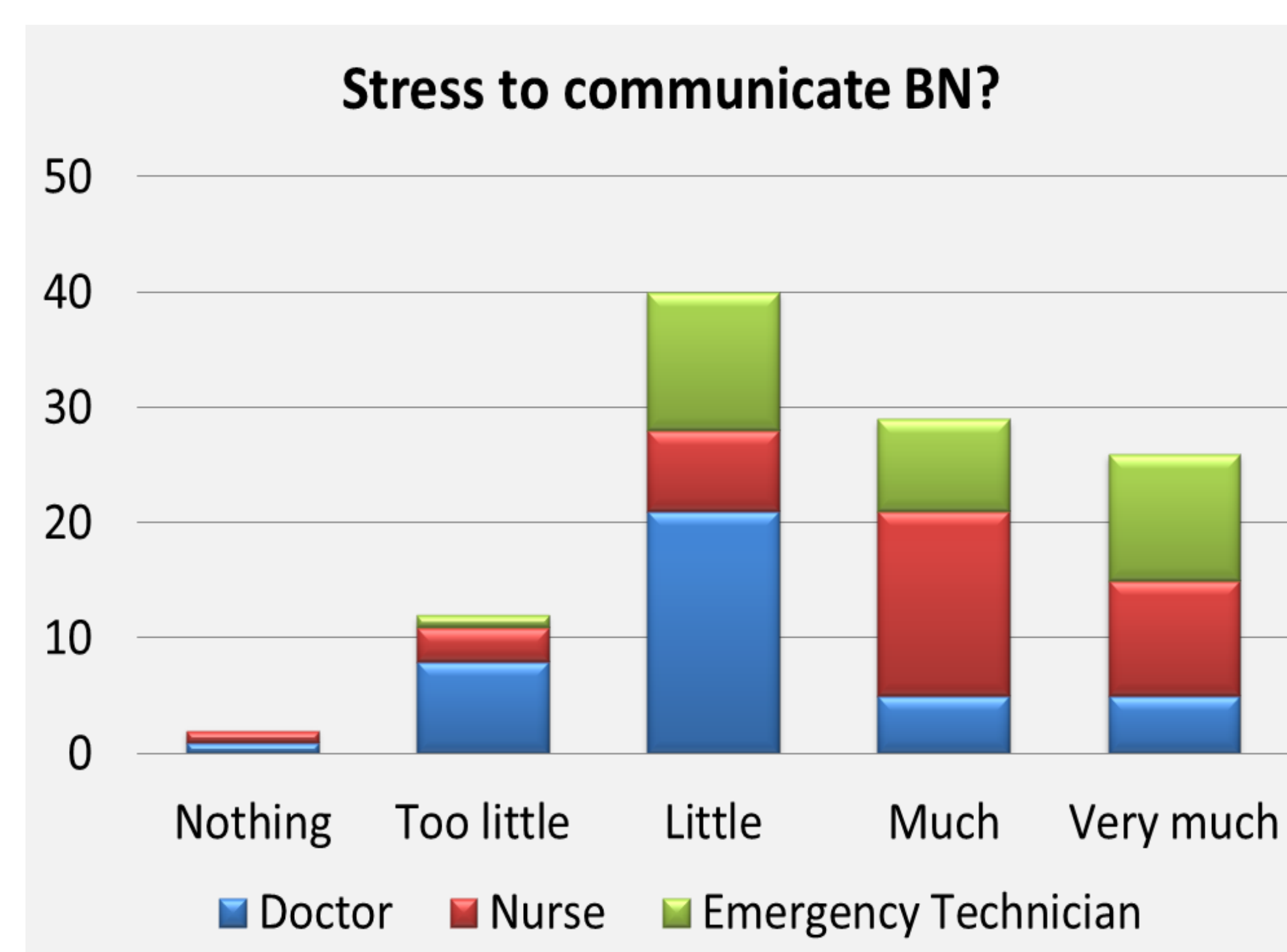
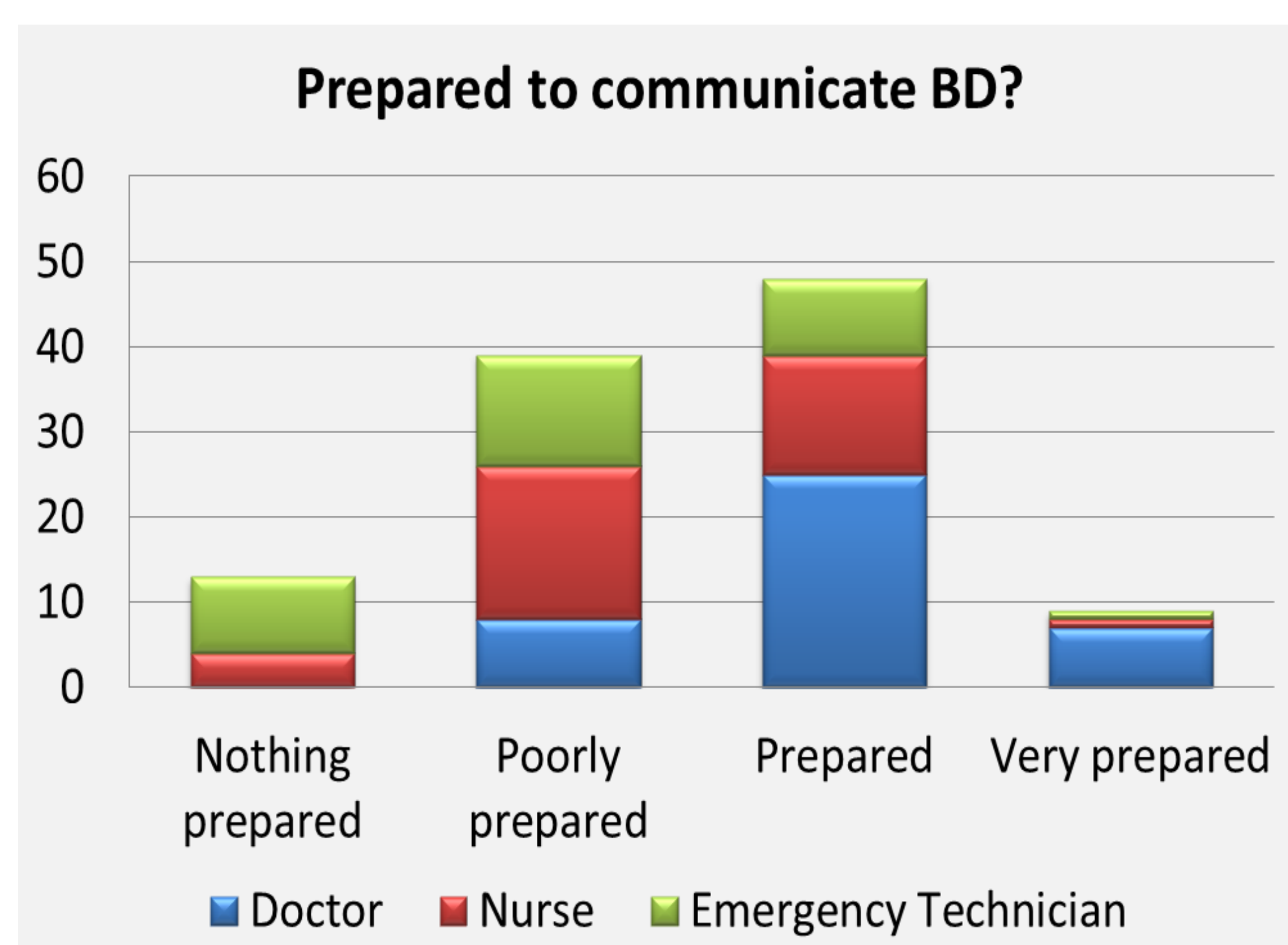
INTRODUCTION

One of the tasks that emergency services professionals have to do is to communicate bad news (BN) to patients or relatives. The objective of this study is to know the degree of knowledge about BN communication of out-of-hospital emergency professionals and their relationship with the stress caused by them.

METHOD

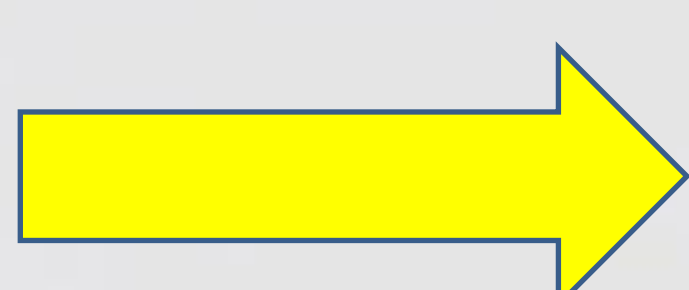
Prospective descriptive observational study through an anonymous questionnaire of 15 questions divided into 3 blocks: the personal situation, the training and the professional experience, which have been answered by 109 professionals of SAMUR-Protección Civil. Data treated with the EXCEL 2010 and SPSS 20.0 programs.

RESULTS



Doctors (N = 40, 75%) received the most training, followed by nurses (N = 37, 56.6%) and Emergency Technicians (N = 32, 43%). The 94% of the nurses communicate BN in their daily practice, and only 2.7% are prepared enough for it. Of the total number of doctors and nurses (N = 77), 66% don't know any communication protocol of BN. This lack of knowledge means that 46% of doctors and nurses feel a lot of stress communicating BN, only 2.5% don't suffer any kind of stress in these situations. Of the total number of respondents (N = 77) more than half (59.6%) consider that more training would lead to a reduction of the stress.

CONCLUSIONS



The communication of BN generates a high degree of stress because of the lack of knowledge and resources for facing this type of situation, which is why the skills in communication must be a fundamental aspect in the training of professionals.