

## SPIKES Protocol

- S** Setting and listening skills
- P** Patient's perception of condition/seriousness
- I** Invitation from patient to give information
- K** Knowledge in giving medical facts
- E** Explore emotions and empathize as patient responds
- S** Strategy and summary

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## NURSE

- N** ***Naming—normalizing***  
“Pain can make us feel anxious or worried and this is normal.”
- U** ***Understand—validating their emotions***  
“Pain can be overwhelming and even frightening.”
- R** ***Respect—recognizing their effort***  
“This is not easy and you are working really hard.”
- S** ***Support—they are not alone***  
“We are here to help you – this is a team effort.”
- E** ***Explore-examine strengths***  
“You have managed your pain in the past – what was helpful then?”

Adapted from Back AL, Arnold RM, BaileWF, Tulskey JA, Fryer-Edwards K. Approaching difficult communication tasks in oncology. Ca Cancer J Clin 2005;55:164-177.

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## VALUE

- V** Value and appreciate what family members say
- A** Acknowledge the family members' emotions
- L** Listen to their concerns
- U** Understand who the patient was in active life by asking questions
- E** Elicit questions from the family members

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## FICA Assessment

**F Faith, Belief, Meaning**  
Is spirituality or faith important in your life? If so, how? If not, what gives your life purpose and meaning? For example, family, work, relationships, nature, the arts, ethics...?

**I Importance and Influence**  
How does your faith or spirituality influence your life? Do your beliefs help you cope with stress? Is there anything you want us to know about how your faith or religion might influence your healthcare decisions?

**C Community**  
Are you part of a spiritual or religious community? If so, is this community a support to you and how? If not, is there a group of people who are important to you for nurture and support?

**A Address/Action in Care**  
What do you want us to keep in mind regarding your beliefs as we provide healthcare and support to you and your family? We have a chaplain I think you would enjoy meeting. May I ask her/him to stop by?

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## Spiritual Interview

- How is your spirit doing today?
- Are you scared?
- What are you most afraid of?
- What makes life worth living?
- Is there anything you haven't done that you need to do?
- What do you hope for?
- What is your deeper hope?
- Is there anything worse than death?
- What are you most proud of in your life?
- Do you have regrets?
- Do you need to forgive anyone?
- Do you need to ask forgiveness from anyone?
- What will your legacy be?
- What do you love most about your life?
- Are you at peace?

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## HOPE Communication Tool\* (adapted)

*For use in getting to know a patient or to  
provide support*

What do you hope for your future?  
What does this hope mean to you?

What makes you lose hope?  
What can I do for you during those  
moments?

What gives you hope or strength?  
How does this hope help or hinder you?

What helps you cope with your disease?  
How can I accompany you in that?

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# CASH

<i>Mnemonic</i>	<i>Question</i>	<i>Existential themes</i>
<b>C</b> <u>Care</u>	What do I need to know about you to take better <u>care</u> of you?	Meaning, identity, autonomy, dignity
<b>A</b> <u>Assistance/help</u>	What has <u>helped</u> you most during the course of your illness?	Support, connectedness, relationships
<b>S</b> <u>Stress</u>	What are the biggest <u>stressors</u> in your life now?	Stress, anxiety, guilt, isolation
<b>H</b> <u>Hope/fears</u>	What is your biggest fear? What are you <u>hoping</u> for?	Hope, fear, anxiety, isolation

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## REMAP/Goals of Care

Step	What you say or do
<b>R Reframe</b> why the status quo isn't working	"There is something I'd like to put on our agenda today." "We're in a different place." "This is a point where some treatments could do more harm than good." You may have needed to give serious news first; that's a separate task.
<b>E Expect emotion</b> respond with empathy	"It sounds like you are worried about [your family]." [Name the patient's emotion] "I can see how much you love your [son]." "You have worked so hard to do the right thing."
<b>M Map out</b> big picture values, what's important	"Can we step back, think about what you are hoping for, and try to find a good option for you?" "Given this situation, what's most important for you now?" "Have you ever thought about what if things don't go the way you want?"
<b>A Align</b> yourself & team with the patient's values	"It sounds like the most important issues to you are [spending time with your family, being comfortable, and enjoying your garden]" "By planning ahead, we can avoid some things you said you didn't want." Reflect the patient's values.
<b>P Plan</b> Medical treatments that match the patient's values	"Thank you for talking to me about this. I will talk to your team and come back later today with a plan." "For this situation, here are some things that I can do now..."

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