

Training on ‘Delivering Bad News Well’ for Patients diagnosed with Cancer

The Task of Delivering Bad News

“If we do it badly, the patients or family members may never forgive us; if we do it well, they may never forget us.”

(Buckman, 1992)

Staff Selection Criteria and Role Description

This document has been produced to assist services in the selection of staff for the NCCP Training on 'Delivering Bad News Well' for Patients diagnosed with Cancer

Role	Trainer on 'Delivering Bad News Well' for Patients diagnosed with Cancer
Background	<p>Following the consultation process for the development of the new National Cancer Strategy it has become apparent that communication regarding the diagnosis and prognosis of cancer needs to be enhanced. This was raised by both service users and healthcare professionals. As a result, the National Cancer Control Programme in collaboration with the Office for Nursing and Midwifery Services Directorate has secured funding to deliver a train the trainer programme in acute hospitals. The aim of the initiative is to build capacity at hospital level to enhance communication for cancer patients and their families.</p> <p>A programme of education has been procured following a tendering process and the Irish Hospice Foundation has been awarded the contract. The programme will be rolled out over two years. Each trainer will be required to attend a two day initial workshop. There will be four train the trainer workshops provided to each hospital group.</p>
Purpose of the role	To provide training which will further enhance communication skills for clinicians in the delivery of cancer diagnosis/prognosis
Following completion of the initial 2 day workshop the trainers principal duties and responsibilities include	<ul style="list-style-type: none"> ❖ Providing half day workshop for clinicians in your hospital/hospital groups which will be NMBI and RCPI approved ❖ Keeping a record of workshops delivered including number of attendees, names and roles of attendees at each session to inform related internal and external quality assurance programmes. ❖ Evaluating all workshops using a standardised evaluation template provided by the NCCP/IHF. ❖ Liaising with co-trainers regarding the roll-out of training programmes across hospital group. ❖ Managing the accreditation process for the half day workshops including the circulation of attendance certificates to attendees following the training. ❖ Managing the required training resources ❖ Being responsible for the organisation of training to include: organising the logistics including advertisement, venue, equipment, refreshments and liaising with the NCCP/IHF if required ❖ Attend facilitator training support session within 6 months of completing this workshop
Essential Criteria	<p>Experience of working in cancer services</p> <ul style="list-style-type: none"> - Good communication skills with a practical problem solving approach. - Good basic IT skills including power point. - Good facilitation skills. - Should have an interest in this topic. - Needs to be available i.e. dedicated time agreed by senior management staff for the delivery of train the trainer workshops.