



Breaking Bad News

Helping Families When They Need Us The Most

Anthony J. Orsini, D.O., FAAP

Section Chief of Neonatology
Nicklaus Children's Pediatric Specialists
Miami, Florida
CEO and Founder The Orsini Way®

Conflict Disclosure

I am the President of The Orsini Way.
I am not selling any
goods or services to be used on or by patients

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Difficult Conversations are Everywhere



Breaking Bad News



Finlay et al, Your Child is Dead; BMJ 2002

*Hebert HD, Palliative Care:2009 Dec;12(12):1119-24. doi: 10.1089/jpm.2009.0074.

The Good News--This Can Be Taught



P.R.O.G.R.A.M.

- P** . Plan/Position: Have a plan. Position for success.
- R** . Review: Ask them what they know. Get on the same page.
- O** . Observe: Use proper body language. They are observing you.
- G** . Gradual: Always break bad news gradually.
- R** . Relationship: Form a relationship. Allow patient to react. Be comfortable with silence.
- A** . Accountability: Answer questions. Tell them you will stay involved. I will help you.
- M** . Meet: Tell them the next step. Be specific when you will meet again.

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The Orsini Way
Teaching Compassionate
Communication

Breaking Bad News PROGRAM



SPIKES vs PROGRAM

The Oncologist

theoncologist.alphamedpress.org

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SPIKES—A Six-Step Protocol for Delivering Bad News: Application to the Patient with Cancer

Walter F. Baile^a, Robert Buckman^b, Renato Lenzi^a, Gary Globera^a,

Estela A. Beale^a and Andrzej P. Kudelka^b

+ Author Affiliations

+ Author Affiliations

Walter F. Baile, M.D., 1515 Holcombe St., Box 100, Houston, Texas 77030, USA.
Telephone: 713-792-7546; Fax: 713-794-4999; e-mail: wbaile@mdanderson.org

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ABSTRACT

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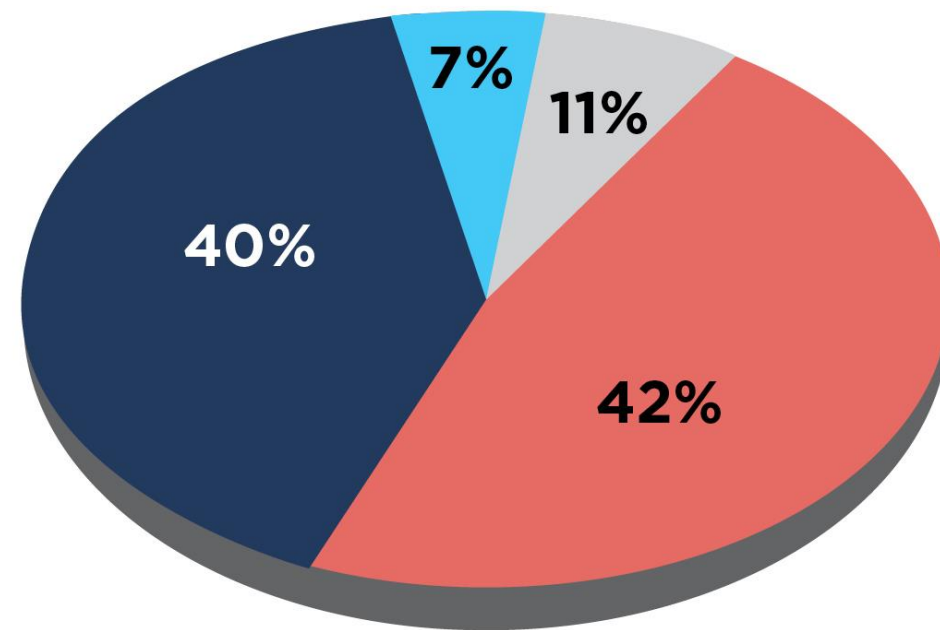

Teaching Compassionate
Communication

 THE
ORSINI WAY

How Participants Feel

Before BBN training

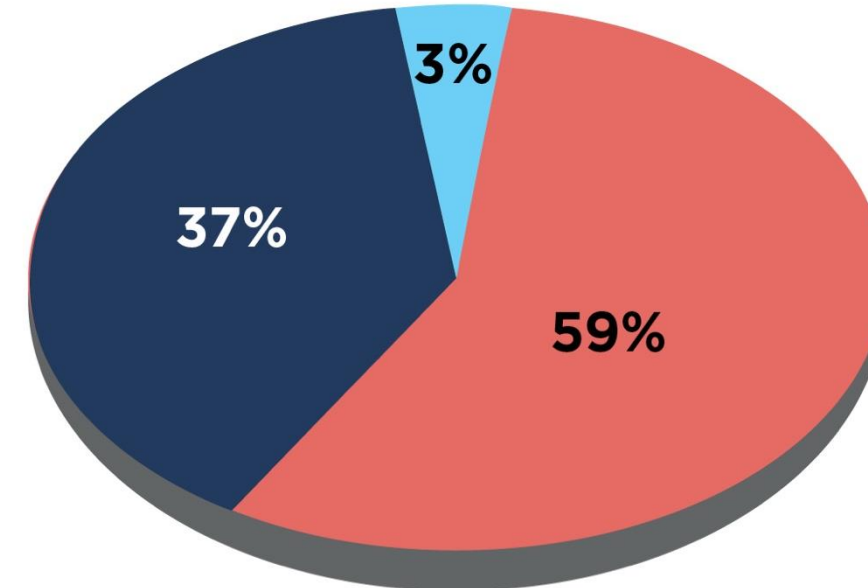
93% of participants felt **anxious**



- Very Anxious
- Somewhat Anxious
- Slightly Anxious
- Not Anxious

After BBN training

96% of participants felt **prepared**



- Well Prepared
- Extremely Prepared
- Neither

Three Goals of Breaking Bad News

- I am genuinely compassionate
- I am the expert in the room
- I will stay with you

P.R.O.G.R.A.M.



Starting out with 2 Strikes







P.R.O.G.R.A.M.



P.R.O.G.R.A.M.



Comfort / Discomfort













P.R.O.G.R.A.M.



P.R.O.G.R.A.M.

The Power of Silence

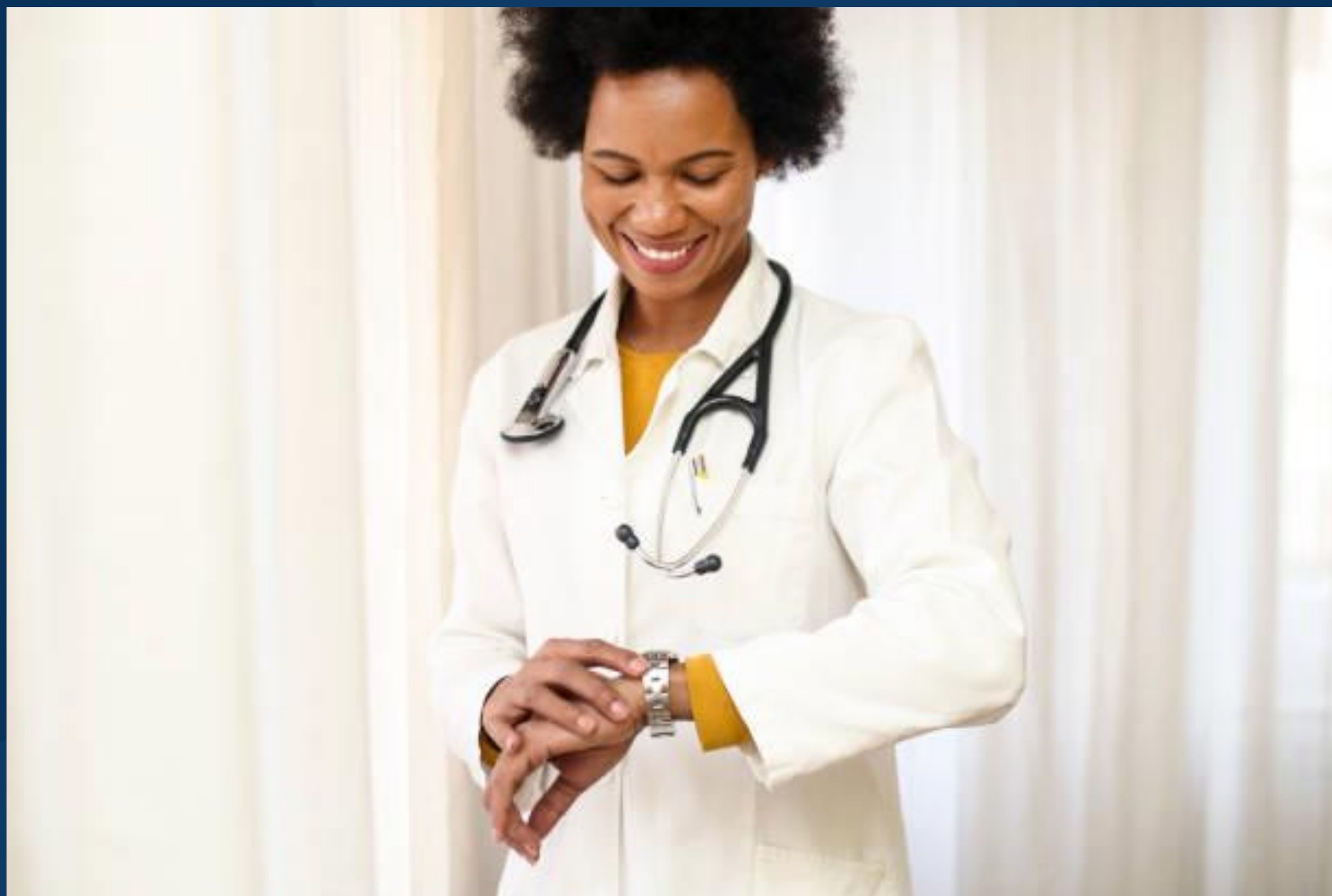
*“Saying nothing
sometimes
says the most”
Emily Dickinson*

*“Say you’re sorry and then
shut up”
Rabbi Harold Kushner*

P.R.O.G.R.A.M.



P.R.O.G.R.A.M.



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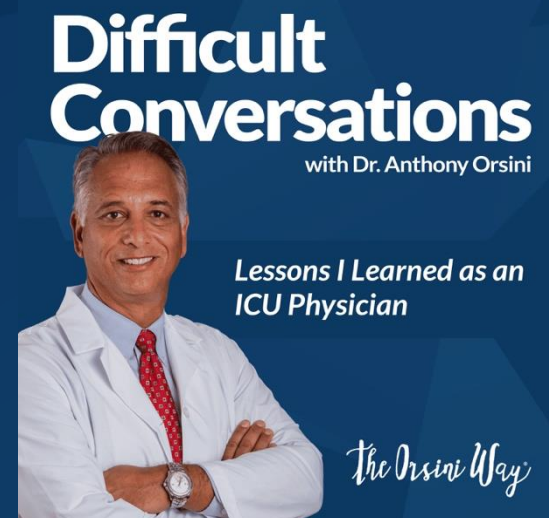
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Thank You

The TEDx logo in red, bold, sans-serif font.

DrOrsini@TheOrsiniWay.com

The logo for "THE ORSINI WAY". It features a stylized white icon of a person's head and shoulders on the left, followed by the text "THE ORSINI WAY" in a serif font.

About The Orsini Way

The Orsini Way was founded by Dr. Anthony Orsini, a practicing critical care physician, author, and educator.

HIS MISSION: to change the way healthcare professionals communicate, replacing scripts with authentic, empathetic human connection.

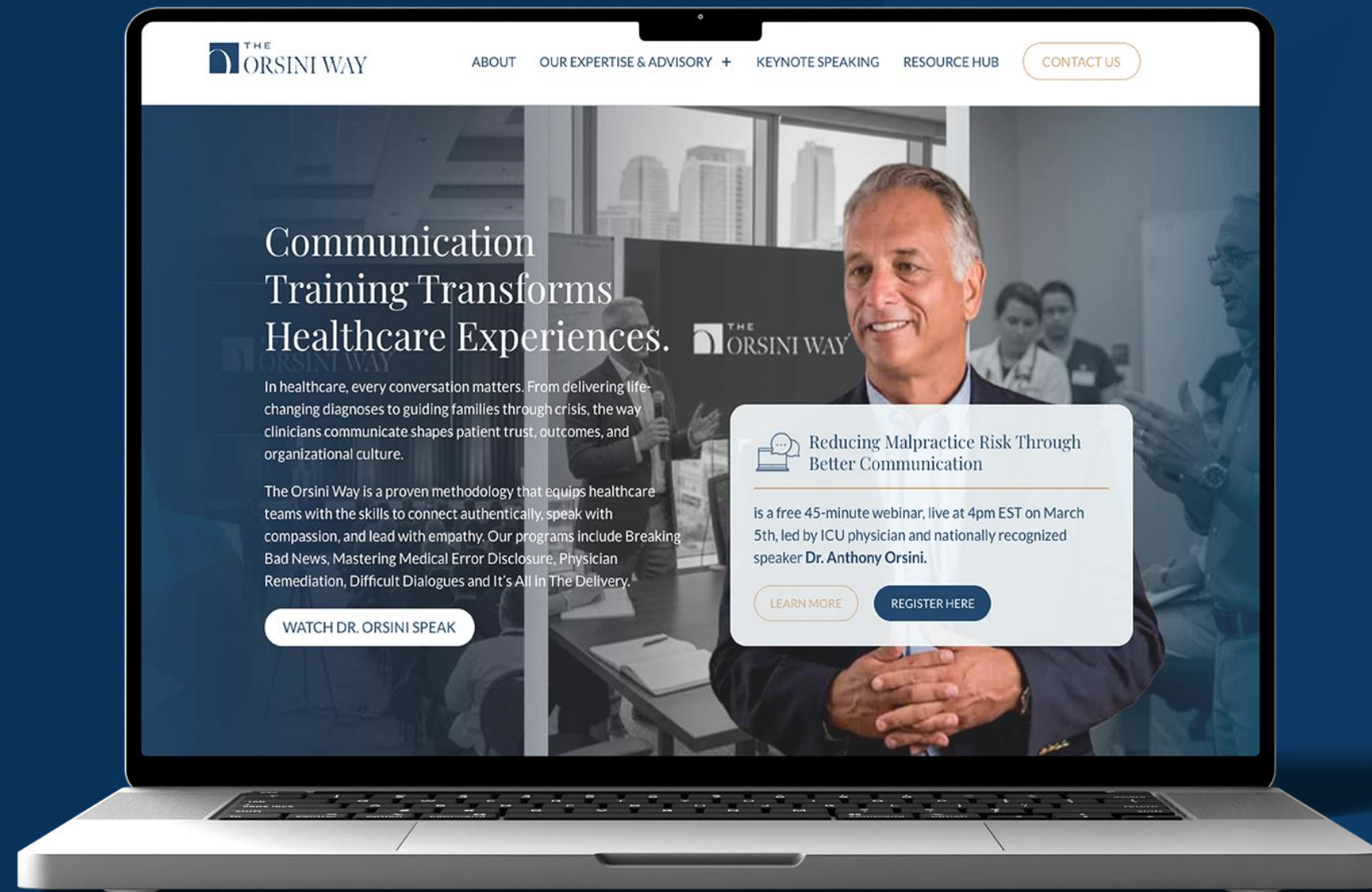
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The Story

In the NICU, Dr. Orsini saw firsthand how the right words could transform devastating news into moments of comfort and trust. Over decades of practice and years of research, he developed a communication method that has since trained thousands of healthcare professionals on how to build trusting relationships and navigate the most difficult conversations with compassion.

Questions and Comments?



www.TheOrsiniWay.com



DrOrsini@TheOrsiniWay.com

Liz@TheOrsiniWay.com

Sonya@TheOrsiniWay.com