

Module II- Communicating with the Dying Patient

Activity I—Paraphrasing practice:

Paraphrasing is essential to effective communication.

Paraphrasing serves many purposes in our work with our patients and families.

- It is a way to ensure we have an understanding about what is being said.
- It can slow anger.
- People appreciate being heard.

Instructions: This exercise may be done in a group setting or by individual participants. Once it is completed, volunteers may be asked to share their responses with discussion to follow. Complete the following activity Using Paraphrasing and Clarifying Questions that will promote effective communication with the patient.

Your patient says this to you.

1. “I am very scared, thinking about having to leave my wife.”

Paraphrase:

Clarifying Question:

2. “I have always handled the bills and bought the groceries in our house.”

Paraphrase:

Clarifying Question:

3. “You make me feel so good, because you listen to me and others ignore me.”

Paraphrase:

Clarifying Question:

4. “I feel so alone, people seem scared to visit me.”

Paraphrase:

Clarifying Question:

Module II- Communicating with the Dying Patient

Suggestions:

1. "I am very scared, thinking about having to leave my wife."

Paraphrase: So are you saying the concern about dying is leaving your wife?

Question: What is the part that bothers you the most?

2. "I have always handled the bills and bought the groceries in our house."

Paraphrase: It sounds as if you have taken care of the finances at your house and made sure there was food in the house.

Question: Why do you think this will be a problem for those left behind?

3. "You make me feel so good, because you listen to me and others ignore me."

Paraphrase: Let me see if I understand what you are saying, - I am one of the few people who listen to you.

Question: Why do you say this?

4. "I feel so alone, people seem scared to visit me."

Paraphrase: It sound like you are lonely.

Question: What makes you think that people are scared to visit you?