Contents

Preface *ix*Foreword - Michael Stefanek *xi*Foreword - Leslie Fallowfield *xiii*Contributors *xv*

Section A Introduction to communication studies in cancer and palliative medicine

- 1 The history of communication skills knowledge and training *3 Mack Lipkin*
- **2** The art of teaching communication skills *13* Stewart M Dunn
- **3** Theoretical models of communication skills training *27 Richard Brown and Carma L Bylund*
- **4** Shared treatment decision-making and the use of decision-aids *41* Cathy Charles and Amiram Gafni
- **5** The ethics of communication in cancer and palliative care *51 Laura A Siminoff*
- **6** Gender, power, and non-verbal communication *63 Marianne Schmid Mast, Christina Klöckner, and Judith A Hall*
- **7** Medical student training in communication skills *75 Joshua Hauser and Gregory Makoul*
- 8 Enhancing cancer patients' participation in medical consultations 87

 Donald J Cegala and Dana Eisenberg

Section B A core curriculum for communication skills training for oncology and palliative care

- **9** Breaking bad news 101 Walter F Baile and Patricia A Parker
- **10** Discussing prognosis and communicating risk 113
 Phyllis N Butow, Martin HN Tattersall, and Martin Stockler
- **11** Communication training to achieve shared treatment decisions *127 David W Kissane*
- **12** Responding to difficult emotions *135 Jennifer Philip and David W Kissane*

13 Denial and communication 147

Linda Sheahan and Simon Wein

14 Communicating with relatives/companions about cancer care 157 Terrance L Albrecht, Susan S Eggly, and John C Ruckdeschel

15 Conducting a family meeting 165

Nessa Coyle and David W Kissane

16 Communication about coping as a survivor 177

Linda E Carlson and Barry D Bultz

17 Dealing with cancer recurrence 191

Lidia Schapira

18 Communication about transitioning patients to palliative care 203 Josephine M Clayton and David W Kissane

19 End-of-life communication training *215*

Tomer Levin and Joseph S Weiner

Section C A specialty curriculum for oncology

20 Enrolment in clinical trials 231

Richard Brown and Terrance L Albrecht

21 Working as a multidisciplinary team 245

Iane Turner

22 Communicating genetic risk 259

Elizabeth Lobb and Clara Gaff

23 Rehabilitative and salvage surgery 269

Andrea Pusic, Rachel Bell, and Diana Harcourt

24 Discussing unproven therapies 281

Penelope Schofield, Justine Diggens, Sue Hegarty, Catherine Charleson, Rita Marigliani, Caroline Nehill, and Michael Jefford

25 The effect of internet use on the doctor–cancer patient relationship 293

Carma L Bylund and Jennifer A Gueguen

26 Promoting treatment adherence 303

Kelly B Haskard and M Robin DiMatteo

27 Communication strategies and skills for optimal pain control 315

Melanie Lovell and Frances Boyle

28 Discussing adverse outcomes with patients 327

Thomas H Gallagher and Afaf Girgis

29 Clinical perspectives on shared decision-making *339*

Martin HN Tattersall

30 Audio-recording important consultations for patients and their familities—putting evidence into practice 351

Thomas F Hack and Lesley F Degner

- **31** Working with interpreters and achieving culturally competent communication *361* Steven Klimidis and Harry Minas
- **32** Challenges in communicating with ethnically diverse populations *375* Bejoy C Thomas, Joshua J Lounsberry, and Linda E Carlson
- **33** Intercultural communication in palliative care 389 James Hallenbeck and Vyjeyanthi S Periyakoil
- 34 Communicating about infertility risks 399 Zeev Rosberger, Jeanne Carter, Marie Achille, Barry D Bultz, and Peter Chan
- **35** Communicating about sexuality in cancer care 409 John W Robinson and Joshua J Lounsberry

Section D Communication issues across the disciplines

- 36 The challenges and rewards of communication skills training for oncology and palliative care nurses in the United Kingdom 425 Sandra Winterburn and Susie Wilkinson
- **37** Ambulatory care nurses responding to depression 439 Anthony De La Cruz, Richard Brown, and Steve Passik
- **38** Social work support in settings of crisis 449 Carrie Lethborg and Grace Christ
- **39** Communication in cancer radiology 459
 - Kimberly Feigin and Laura Liberman
- 40 Communication in surgical oncology 473 Alexandra Heerdt, Bernard Park, and Patrick Boland
- 41 Communication in non-surgical oncology 479 Lai Cheng Yew and E Jane Maher
- **42** Palliative medicine: communication to promote life near the end of life 491 Ilora G Finlay and Nicola Pease
- **43** Communication issues in pastoral care and chaplaincy 503 Peter Speck and Christopher Herbert
- 44 Communication in oncology pharmacy: the challenge of treatment adherence 509
 - Venetia Bourrier and Brent Schacter
- **45** Psychosocial programme development *521* Barry D Bultz, Paul B Jacobsen, and Matthew Loscalzo
- **46** Communication challenges with the elderly *531* Ron Adelman and Michelle Green
- **47** Issues for cognitively impaired elderly patients 547 Andrew Roth and Christian Nelson
- **48** Communicating with children when a parent is dying 557 Cynthia W Moore, Michele Pengelly, and Paula K Rauch

49 Creative arts in oncology *573* Marilyn Hundleby, Kate Collie, and Linda E Carlson

Section E Education and training

- **50** Learner-centred communication training *583* Suzanne M Kurtz and Lara J Cooke
- 51 Facilitating skills practice in communication role-play sessions: essential elements and training facilitators 597
 - Carma L Bylund, Richard Brown, Barbara Lubrano di Ciccone, and Lyuba Konopasek
- **52** The role of the actor in medical education 607 Paul Heinrich
- 53 Training patients to reach their communication goals: a concordance perspective 619

Carma L Bylund, Thomas A D'Agostino, and Betty Chewning

Section F International initiatives in communication training

- **54** The Oncotalk model *631*
 - Robert M Arnold, Anthony T Back, Walter F Baile, Kelly Fryer-Edwards, and James A Tulsky
- 55 The Swiss model 641
 - F Stiefel, J Bernhard, G Bianchi, L Dietrich, Ch Hürny, A Kiss, and B Wössmer
- **56** The Australian model 649
 - Caroline Nehill and Alison Evans
- 57 The United Kingdom general practitioner and palliative care model 659 Simon Noble, Nicola Pease, and Ilora G Finlay
- 58 Communication skills training and research: the Brussels experience 671 Isabelle Merckaert, Yves Libert, and Darius Razavi

Section G Research in cancer communication

- **59** Evaluating communication skills training courses 683 Lyuba Konopasek, Marcy Rosenbaum, John Encandela, and Kathy Cole-Kelly
- **60** Qualitative approaches to clinician–patient communication 695 Felicia Roberts
- 61 Issues in Coding Cancer Consultations: interaction analysis systems 707 Phyllis N Butow and Sarah Ford
- 62 The Roter Interaction Analysis System (RIAS): applicability within the context of cancer and palliative care 717 Debra Roter