

3 Steps

1. Medical Situation

Seek mutual understanding of:

- Illness(es)
- Prognoses
- Treatment options

2. Values

Explore patient & family:

- Priorities
- Hopes
- Worries
- Preferences

3. Plan

Define goal-concordant care

- Conversation plan
- Treatment plan

3 Skills

A. Empower

- Listen
- Ask first
- Calibrate

B. be Explicit

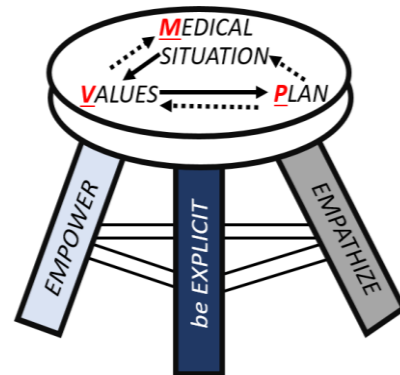
Share the facts

- Precisely
- Concisely

C. Empathize

Emotion

- Anticipate & Recognize
- Validate & Explore



Tips & Examples

Medical Situation

- I'd like to discuss some difficult information with you, okay?
- Before I share the details, it will help me to know what you understand about the disease.
- I'm afraid I have some bad news...
- The treatment isn't working, and another round of therapy probably won't help you live longer or feel better.
- I can see this is hard to hear.
- I wish we had better options.

Values

- Given your medical situation, what matters most to you? What are you hoping for?
- Let me see if I understand. You value ... (ex. *quality over length of life...OR...doing everything to live another day... OR...*).
- Did I hear you right?
- I appreciate how much you want to be here for your family.
- Who is your backup (HCP) if you can't speak for yourself?

Plan

- Now that I understand your values, I'd like to offer a recommendation, okay?
- Given what you've told me, I recommend that we...(ex. *take resuscitation off the table, and treat your symptoms at home...OR...offer a time-limited ventilator trial...OR...*).
- Yes, of course! Anyone would find this discussion difficult.
- Does my recommendation make sense? What do you think?
- OK, now let's complete 2 forms (HCP, POLST) to be sure your medical team knows and honors your wishes, okay?
- It's a privilege to work with you. You've done a great job taking care of yourself, and your family.