

REMAP

GOALS OF CARE, LATE IN THE ILLNESS

STEP

WHAT YOU SAY OR DO

REFRAME

why the status quo isn't working.

"There is something I'd like to put on our agenda today."

"We're in a different place."

"This is a point where some treatments could do more harm than good."

You may have needed to give serious news first; that's a separate task.

EXPECT EMOTION

respond with empathy.

"It sounds like you are worried about [your family]."

[Name the patient's emotion]

"I can see how much you love your [son]."

"You have worked so hard to do the right thing."

MAP OUT

big picture values, what's important.

"Can we step back, think about what you are hoping for, and try to find a good option for you?"

"Given this situation, what's most important for you now?"

"Have you ever thought about what if things don't go the way you want?"

ALIGN

yourself & team with the patient's values.

"It sounds like the most important issues to you are [spending time with your family, being comfortable, and enjoying your garden]"

"By planning ahead, we can avoid some things you said you didn't want."

Reflect the patient's values.

PLAN

medical treatments that match the patient's values.

"Thank you for talking to me about this. I will talk to your team and come back later today with a plan."

"For this situation, here are some things that I can do now..."

NURSE

STATEMENTS FOR ARTICULATING EMPATHY

STEP	EXAMPLE	NOTES
NAME	<i>"It sounds like you are frustrated."</i>	In general, turn down the intensity a notch when you name the emotion.
UNDERSTAND	<i>"This helps me understand what you are thinking."</i>	Think of this as another kind of acknowledgment. Stop short of suggesting that you understand everything (you don't).
RESPECT	<i>"I can see that you've really been trying to follow our instructions."</i>	Praise also fits in here: e.g. <i>"I think you have done a great job with this."</i>
SUPPORT	<i>"I will do my best to make sure you have what you need."</i>	Making this kind of commitment is a powerful statement.
EXPLORE	<i>"Could you say more about what you mean when you say that..."</i>	Asking a focused question prevents this from seeming too obvious.

VALUES

PERSON-CENTERED MAPPING QUESTIONS

SKILL	EXAMPLE	NOTES
VITAL GOALS Ask about their priorities and hopes	<i>“Knowing this news, what is most important to you [your mother]?”</i> <i>“When thinking about the future, what would you want to prioritize for yourself [your son]?”</i>	Asking about “big picture” priorities and hopes can be a good place to start
ACTIVITIES Ask about the things they want to keep doing	<i>“When thinking about the next weeks to months, what would you [your father] want to be doing?”</i>	Asking about activities can help get at additional goals
LIMITS Ask about their line in the sand	<i>“What would be an unacceptable quality of life for you [your wife], or a life worse than death?”</i> <i>“What abilities are so critical to you [your mother] that you [she] couldn’t imagine living without?”</i>	These questions are hard to answer, ask these after you focus on vital goals.
UNCERTAINTIES/ WORRIES Ask about their worries and concerns	<i>“When thinking about the future, what worries you the most?”</i> <i>“After hearing this news, what concerns would your husband have?”</i>	Sometimes asking about a patient’s concerns can get at additional goals
EXPERIENCE WITH ILLNESS Ask about their experience with serious illness	<i>“Has anyone in your life been seriously ill or died? How does that impact your thoughts on your healthcare?”</i> <i>“How was the last time your daughter was in the hospital? Would she do anything different?”</i>	These questions can get at a patient’s experience with illness
STRENGTH/SUPPORTS Ask what helps them through their illness	<i>“What gives you [your wife] strength?”</i> <i>“What supports you [your mother] through her illness?”</i>	These questions can get at a patient’s coping strategies and spirituality