

Prepare

- Review previous Serious Illness Conversations

Set up

- Step back, look at the big picture
- Think in advance
- No decisions necessary today

Respond to emotion

- Name the emotion:
This is frustrating.
- Explore the emotion:
Can you tell me more?

OPEN THE CONVERSATION

I'd like to talk about how _____ is doing and what may lie ahead.
Would that be OK?

ASSESS PROGNOSTIC AWARENESS

What is your **understanding** of _____'s illness?

Looking to the future, what are your **hopes** about his/her health?

What are your **worries**?

SHARE WORRY

Would it be OK if we talked more about what may lie ahead?

FUNCTION: I **hear** you're hoping for _____ and I **worry** the decline we have seen is going to continue.

TIME: I **hear** you're hoping for _____ and I **worry** something serious may happen in the next few (weeks/months/years).

ALIGN

I **wish** we didn't have to worry about this.

EXPLORE WHAT'S IMPORTANT

If _____ could join this conversation, what would s/he say is **most important**?

How aware are other **family or friends** of what is happening?

MAKE A RECOMMENDATION

It sounds like _____ is very important.

Given what's important, I **recommend** ...

DOCUMENT YOUR CONVERSATION