

### Set Up

- Look at the big picture
- Thinking in advance
- Learn about what matters most to you
- No decisions necessary

### 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 what is ahead with your illness. Would that be OK?

### ASSESS PROGNOSTIC AWARENESS

What is your **understanding** of your illness?

Looking to the future, what are your **hopes** about your 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 (wks/mths/yrs).

### ALIGN

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

### EXPLORE WHAT'S IMPORTANT

If your health situation worsens, what is **most important** to you?

How much do your **family or friends** know about your priorities and wishes?

### MAKE A RECOMMENDATION

**It sounds like** \_\_\_\_\_ is very important to you.

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

### DOCUMENT YOUR CONVERSATION