

Set Up

- Step back, look at the big picture
- Thinking in advance
- Benefit for patient/family
- No decisions necessary today

Responding 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