

Set Up

- Ask permission to check-in
- Remind patient/family that no decisions are necessary today (if conversation is non-urgent)

To Deepen the Conversation

- Try using “What else?” and “Tell me more.”

Respond to Emotion

- **Name** (the emotion)
This is frustrating.
- **Understand**
I can't imagine how hard this is.
- **Respect**
You have been so strong through this.
- **Support**
We will figure this out together.
- **Explore**
Tell me more.

OPEN THE CONVERSATION

I'd like to talk about what is ahead with your health. Would that be OK?

ASSESS PROGNOSTIC AWARENESS

What is your **understanding** of your health?

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).

UNCERTAIN: It can be difficult to predict what will happen with your health. I **hope** _____ and I'm **worried** _____. I think it is important to prepare for that possibility.

(Silence)

ALIGN

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

EXPLORE WHAT'S IMPORTANT

What gives you **strength** as you think about the future of your health?

If your health 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 USING ACP MODULE

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