

## Goals of Care Conversation Guide

### Anticipation:



- Set a goal, gather information and prepare participants, including patient/proxy
- Announce your role, purpose, name
- Acknowledge everyone present, your preparation, any distractions, assess capacity/desire for information
- Align physically (eye contact) and through Agenda sharing
- *"I was going to cover \_\_\_\_\_. What else?"*

### Summary of perspective:



- Gather a summary of patient perspective on events and treatment - clarify misconceptions
- Keep patient at center of the story
- Show warmth, curiosity and openness to ideas

### Concerns:



- *"What is your biggest concern right now?"*
- Acknowledge impacts on Family, Finances, Faith, Feelings, Function short and long term
- Name emotions, losses ("It's sad to lose your sense of safety.")

### Exploring/explaining:



- *"Tell me more..." "What about X appeals to you?"*
- Show best/worst case, most likely outcome with recommendations **in context of patient priorities -frame risk and uncertainty.** Avoid jargon.

### Next Steps:



- Recap priorities and tie them to Next Steps
- *"We always have a plan for you."*
- Define how conflict will be addressed, what success looks like, how to contact team
- When in doubt, ask for "Repeat Back"

### Document:



- **Drawing, writing or recording**, provide resources to capture concepts and next steps
- Debrief and disseminate goals/plans

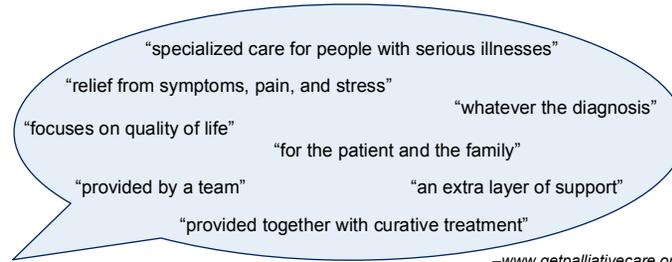
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IMPACT-ICU

INTEGRATING MULTIDISCIPLINARY PALLIATIVE CARE INTO THE ICU

## WHAT IS PALLIATIVE CARE?



—www.getpalliativecare.org

## DAILY ICU PRIMARY PALLIATIVE CARE NURSING ASSESSMENT

1. **Patient Symptoms:** Does the patient have any uncontrolled symptoms?
2. **Family Distress:** Is the patient's family emotionally distressed or struggling to cope?
3. **Communication:** Do you have concerns about the quality of family-clinician communication about prognosis and goals of care?

## RESOURCES FOR ADDRESSING PALLIATIVE CARE NEEDS

### ICU and/or Primary Physician Team

- Managing physical symptoms
- Clarifying prognosis and goals of care

### Social Work

- Support for stress and adapting to illness
- Financial, insurance, legal issues
- Counseling children and families

### Spiritual Care Services

- Counseling & comfort about meaning of illness
- Guided relaxation for symptom management
- Prayer, religious rituals, and resources

### Palliative Care Nurse and/or Consult Service

- Managing physical symptoms
- Emotional support of patients and families
- Counseling about prognosis and goals of care

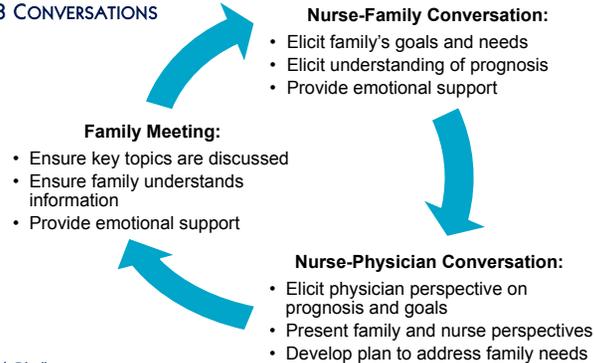
## ICU COMMUNICATION QUALITY BUNDLE

by ICU Day 1	<ul style="list-style-type: none"> <li>Identify &amp; document surrogate decision-maker</li> <li>Determine &amp; document advance directive status</li> <li>Establish &amp; document resuscitation status</li> </ul>
by ICU Day 2	Offer social work & spiritual support to family
by ICU Day 5	Multidisciplinary family meeting

*Nelson et al. Qual Saf Health Care. 2006;15:264-271*

### KEY ROLES FOR BEDSIDE NURSES IN COMMUNICATION ABOUT PROGNOSIS, GOALS OF CARE, AND PALLIATIVE CARE

#### THE 3 CONVERSATIONS



#### "THE 4C'S"

<b>Convening</b>	Making sure multidisciplinary family-clinician communication occurs
<b>Checking</b>	<ul style="list-style-type: none"> <li>Identifying family needs for information</li> <li>Ensuring that families clearly receive desired information</li> <li>Ensuring that clinicians understand family perspectives</li> </ul>
<b>Caring</b>	Naming emotions and responding to feelings
<b>Continuing</b>	Following up after discussions to clarify and reinforce information and provide support

*Krimshtein et al. J Palliat Med. 2011;14:1325-1332*

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## CORE COMMUNICATION SKILLS: TOOLS FOR NAVIGATING DISCUSSIONS WITH FAMILIES & OTHER CLINICIANS

Skill	Function	Example
Open-ended questions	Elicit another person's perspective	"What do you understand about your husband's illness?"
Reflection statements	Show you want to understand another person's perspective	"It sounds like this has been a really stressful week for you."
NURSE	Demonstrate empathy in response to expressions of emotion	Name: "You sound frustrated." Understand: "This must be so difficult." Respect: "I respect how you haven't left your daughter's side." Support: "I am here to help you through this." Explore: "What is the hardest part?"
Tell me more	Learn more about another's perspective	"Tell me more about what your mom liked to do before she got sick."
Ask-Tell-Ask	<ul style="list-style-type: none"> <li>Start with family/physician understanding</li> <li>Get permission to give information</li> <li>Present information clearly</li> <li>Check understanding or agreement</li> </ul>	Family: "How is my daughter doing?" Nurse: "That's an important question. I'd (Ask) be happy to discuss it. First, may I hear your sense of things?" Family: "She seems to be resting today – is that good?" Nurse: "I see that too. But I'm worried (Tell) she is sleepy because her kidneys are getting worse." Nurse: "I think we should discuss your (Ask) daughter's status with her doctors. Would it be ok if I arranged a time?" Family: "That would be good."
Hope / worry statements	Honestly present information while aligning with family/physician	"We're hoping that she gets stronger too. We're also worried that her lungs are showing signs of worsening."