

GOALS OF CARE CONVERSATIONS

Goals of Care Conversations: A broader part of advanced care planning

Intent To create a plan of care that aligns with the patient's values

What What matters most to them?

Who Seriously ill patients

- Early in the diagnosis
- Stable, thinking about the future
- Later, when things are advancing
- When facing a treatment decision

you can employ

Time limited trials: Set up front: how long and parameters for improvement.

R.E.M.A.P.

REFRAME

- Reconcile everyone's understanding.

Making sure everyone is on the same page with the facts.

- "What have you heard about what is going on in the hospital?"
 - Do they understand what is different now?
 - Do they understand seriousness of the situation?
 - If the patient is missing key information - fill them in!



EXPECT

- Expect Emotion, Respond with Empathy

*** The most important component *** Emotion can overwhelm cognition!

- Respond to emotion: "This must be overwhelming."
- Name and acknowledge the emotion
- Express empathy, use empathic statements:
 - "I wish things could be different."
 - Wish statements can be partnering.



Drop the emotional temperature in the room!

MAP

PAUSE



- Explore what's important

- Inquire:
 - "What feels important moving forward?"
 - "If time were shorter than we hope, what worries might you have?"
- Make space for important values.
 - Patients and families don't immediately share with us deeply held values.
 - Multiple MAP questions may be needed to discern what is important to the patient and family.



ALIGN

- Align the patient's values.
- Summarize and reflect.

- Summarize and reflect back:
 - "I hear that time with your family and independence is most important"
- Check in:
 - "Do I have that right?"
- If you are 'stuck' - are you missing an emotional cue?



PLAN

- Make a plan that matches the patient's values.

- Make recommendations that incorporate their values and medical reality.
 - "Given what you shared with me, and given what I know, I would recommend..."
- Use AND instead of BUT: "I hope we see things improve, and there's a chance that you may continue to get worse."
- Start with what you DO recommend. End with what you DO NOT think is helpful. Avoid a "Menu" of options. Make recommendations.