



CONVERSATION GUIDE for LONG TERM CARE TEAM

A resident's increasing frailty has been identified and the early identification tool for a palliative approach to care has been completed.

CONVERSATION - LISTENING MORE THAN TALKING

Elements of conversation often take place over many small conversations and do not need to happen in one long session.

STEPS	DESCRIPTION	SCRIPT QUESTIONS / Sample Statements
1 INITIATE discussion	<p>Contact the resident and/or family</p> <p>Ask permission for discussing change</p> <p>Gather information from the team about the specific changes identified</p> <p>Plan what you will say to the resident and/or family</p>	<p>Q: I'd like to talk with you about the changes in your mom's health. Is that OK?</p> <p>Q: Have you been noticing change? What changes have you been noticing?</p>
2 ASK the resident and family	<p>Ask the resident and/or family what their thoughts are about the resident's current status</p> <p>Ask the resident and/or family about what is important to them</p>	<p>Q: What do you understand about what is happening for your mom, with her illness?</p> <p>Q: What is most important to your mom now? What is most important to you?</p>
3 TELL share information about changes	<p>Ask permission to share information</p> <p>Share information on current status; include changes staff have seen, the increasing frailty, and that more change could happen at any time</p> <p>Give information in a straightforward way</p> <p>Use words the resident and family will understand</p> <p>Use "I wish...", "I worry...", "I wonder..." strategy</p>	<p>Q: Is it okay if I tell you the changes the care team has been seeing?</p> <p>As you noticed, your mom is sleeping more and doesn't go to activities. She is also eating less and has lost 5 pounds over the last 2 months. She is more irritable and is in more pain when moving. These changes are all part of what we expect as someone becomes more frail and ...</p> <p>... they become less able to fight off a cold or infection</p> <p>... they are moving toward the end of life</p> <p>... life is getting shorter</p> <p>... I wish things were different. I worry time is getting shorter.</p> <p>I wonder if we could talk about how we can provide care for your mom at this time</p>



4
ASK
share information about changes

DESCRIPTION

Explore what is most important, the concerns

Outline next steps

Record Advance Care Plan (ACP) notes and conversation. Fax form letter to physician (MRP) and attach progress notes if needed.

Share with team including physician

Update care plan

SCRIPT QUESTIONS / Sample Statements

Now that we have talked ...

Q: What is most important to you at this moment?

Q: What hopes or concerns do you have?

- I will write all this down and let the rest of the care team know so we are all on the same page.
- I will (the nurse will) connect with the doctor and ask about changing some of the medications. We can reconnect next week. Does that sound OK?
- I think it is important to make an appointment with your doctor and have a good discussion about what to expect and the plan of medical care.
- ACP notes and conversations example:
"Discussed recent changes in condition with family. Family wishes to have medical information and review plan of care. Asked family to make appointment with GP."

5
NEXT
steps

GOALS OF CARE

CLARIFY GOALS OF CARE (as appropriate)



Answer questions as they are raised

Use the same approach:

ASK - TELL - ASK

Also refer to Conversation Guide on page 2 of MOST

FAMILY QUESTIONS: How much time do they have? Are they dying?

ASK - What is your sense? What are you expecting?

TELL - You could be right. Often we aren't able to predict how much time, but we can see that she frail enough and change could happen at any time. This could be her dying time.

ASK - Is that what you expected to hear? Does that make sense to you?

FAMILY QUESTION: Should their family member still go to hospital?

ASK - What are you thinking? How do you think they would benefit from going to the hospital? What would you hope from your mom going to hospital?

TELL - It is so important to discuss your worries and hopes. We can care for your mom here, focusing on her comfort. For what she now needs, we have the care available.

ASK - It sounds like you have more questions. Do you want to talk about this with your mom's doctor? Could you make an appointment?

Some content in this Guide was informed by the Serious Illness Care Goals Conversation Guide © 2015 Ariadne Labs www.ariadnelabs.org