



## CONVERSATION GUIDE for HEALTH CARE AIDES

### Responding to a resident and/or family's concerns regarding a resident's condition

#### CONVERSATION - LISTENING MORE THAN TALKING

It is everyone's job to respond and support the resident and/or family member.

STEPS	DESCRIPTION	SCRIPT QUESTIONS / Sample Statements
<b>1</b> <b>RESPOND</b> Goal is for the person to feel seen and heard	<p><b>Validate</b> the resident and/or family's emotion</p> <p><b>Pause</b> and make eye contact, sit down, use gentle touch (if there is permission)</p> <p><b>Avoid</b> unwarranted reassurance or changing the topic</p>	<p>Thank you for asking...</p> <p>It sounds like...</p> <p>This is an important question...</p> <p>I can see this is a concern...</p>
<b>2</b> <b>ASK</b> Goal is to explore what the person understands, wants & needs	<p><b>Ask yourself:</b> What do I need to know in order to understand?</p> <p><b>Encourage</b> conversation</p> <p><b>Ask</b> open-ended questions</p> <p><b>Observe and listen</b></p>	<p>Can I ask you a few questions?</p> <p>Can you tell me more?</p> <p>What do you think is happening?</p> <p>What have you heard from others?</p> <p>Is there any information you have received that you are concerned about?</p> <p>What is important to your mom at this time? To you?</p> <p>What do we need to know to provide the best care possible?</p>



STEPS	DESCRIPTION	SCRIPT QUESTIONS / Sample Statements
<p><b>3</b> <b>TELL</b></p> <p>Goal is to support the person by sharing what the team is observing</p>	<p><b>Ask permission</b> to share some of your observations.</p> <p><b>Share information</b> that is consistent with information previously shared and compassionate</p> <p><b>Transitions</b> may be observed by changes in:</p> <ul style="list-style-type: none"> <li>• Eating</li> <li>• Sleep/rest</li> <li>• Level of support for ADLs</li> <li>• Participation in activities</li> </ul>	<p>Can I share with you some of the things we have been noticing?</p> <p>What you are seeing is also what we are seeing...</p> <p>You mention your mom has been eating less...we have noticed the same change.</p> <p>Your mom has been asking to go back to bed earlier</p> <p>She requires more support with getting washed/dressed/eating</p> <p>Your mom doesn't want to go to the activities she used to enjoy...</p>
<p><b>4</b> <b>ASK</b></p> <p>Goal is to ask permission to share with and connect person with team</p>	<p><b>Ask permission</b> to share conversation with nurse and care team</p> <p><b>Thank</b> the resident and/or family for sharing their feelings or concerns with you</p> <p><b>Ensure</b> the resident and/or family know how to contact health care team</p>	<p>Is it okay to share how you are feeling with the care team?</p> <p>This conversation is important. Would it be okay to discuss it with the team?</p> <p>Would you like to talk with the nurse/social worker/spiritual care advisor?</p> <p>The best way to connect with the team is...</p>
<p><b>5</b> <b>CLOSE</b></p> <p>Goal is to communicate with team</p>	<p><b>Communicate</b> with the care team about:</p> <ul style="list-style-type: none"> <li>• Concerns and questions</li> <li>• Follow-up needed</li> <li>• Additional information required</li> <li>• Request update/close the loop</li> </ul>	<p>I spoke with ____ today. She is concerned her mom is not eating enough and is sleeping more. I shared with her that we had similar observations.</p> <p>She has questions and I would also be interested in further information about what changes to expect as her mom's condition declines.</p> <p>Can you please let me know when you have spoken with ____ ?</p>