

Partners Serious Illness Conversation Guide

Set Up

- Step back, look at the big picture
- Thinking in advance
- Benefit for patient/family
- No decisions necessary today

Responding to Emotion

- Name the emotion:
This is frustrating.
- Explore the emotion:
Can you tell me more?

OPEN THE CONVERSATION

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

ASSESS PROGNOSTIC AWARENESS

What is your **understanding** of your illness?

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).

ALIGN

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

EXPLORE WHAT'S IMPORTANT

If your health situation 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** ...

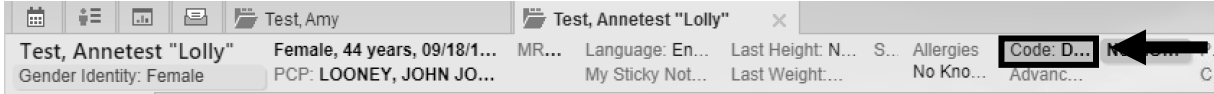
DOCUMENT YOUR CONVERSATION

Use the serious illness care template in Epic (see reverse side).



1. Open the ACP module in a patient encounter

Click CODE in patient header, this will open the ACP Report



Click to open the Advance Care Planning Activity



2. Navigate to Serious Illness Conversation flowsheet

Scroll down and click on NEW READING to open screen for documentation



3. Document Conversation.

4. Type the SmartPhrase ".SIC" or .Serious" to pull the conversation into a note, problem or handoff