Crisis Communication in a Pandemic
Talking about CPR with very sick patients
For patients with low likelihood of significant ICU benefit

OPEN THE CONVERSATION
I’d like to talk and do some planning if you were to get sicker. Would that be ok?

ASSESS PATIENT’S PERSPECTIVE
What is your understanding of your illness?
What are your worries?
If time were short, what is most important to you? What else?

SHARE INFORMATION
What we know about your health is __________.
Would it be ok if I told you how we think about CPR and breathing machines given your health? What do you know about these already?

When patients’ illnesses progress to the point where their heart or lungs stop working, the medical team sometimes uses compressions to try to restart the heart and provides a breathing machine to breathe for you.

Given your advanced illness, our team is worried that CPR and/or a breathing machine might do more harm than good. They are unlikely to help you live longer or to have a better quality of life.

ALIGN
I imagine this is hard to think about. What are your thoughts?

MAKE A RECOMMENDATION
I recommend that we make a plan to help you meet your goals and avoid treatments that are unlikely to help.

Our plan to help you meet your goals is __________.

I recommend that if your heart or lungs were to fail, we focus on your comfort. This would mean focusing on treatments such as oxygen and medication. This means we would not have you go to the ICU. We would not use a breathing machine or CPR. Does this plan sound OK to you?

IF NO AGREEMENT: I understand. Thank you. We may need to talk again.
IF AGREEMENT: Ok. I think this makes the most sense for you. If you got sicker, our plan would be to keep you comfortable and not go to the ICU.

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

   ![Open ACP module](image1)

   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

   ![New Reading](image2)

3. **Document Conversation.**

   ![Document Conversation](image3)

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

   ![Type SmartPhrase](image4)