



VITALtalk

Goals of Care Conversations – Part 1

**Reframing:
We're in a Different Place**

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We're in a
Different
Place*



Serious Illness Communication Skills Training

- Delivering Serious News
- Conducting Goals of Care
Conversations
 - Part 1 - Reframing: We're in a Different Place
 - Part 2 - Mapping the Future: Clarifying Priorities
 - Part 3 - Aligning with Patient Values
 - Part 4 - Discussing Life-Sustaining Treatments

Review: Delivering Serious News

> SPIKES

- **S**etting
- **P**erception
- **I**nvitation
- **K**nowledge
- **E**mpathize
 - **N**ame
 - **A**cknowledge
- **S**ummarize/**S**trategize

Since Last Time, Have You Delivered Serious News?

- ✓ What went well?
- ✓ Any challenges?

Goals of Care: What Makes these Conversations Tough?

- ✓ Uncertainty
- ✓ Emotions
- ✓ And ... the lack of a framework within which to enter the conversation

What We Will Learn

REMAP: A Talking Map for Goals of Care
Conversations

How We Will Learn

- ✓ Define skills (lecture)
- ✓ Observe skills in action (videos)
- ✓ Practice (drills)

REMAP: Discussing Goals of Care

- › **R**eframe
- › **E**xpect emotion
- › **M**ap out what's important
- › **A**lign with patient values
- › **P**lan treatment to match patient values

REMAP: Introducing the conversation

- › “Would it be ok if I talk to you about what lies ahead with your illness?”
- › “Today, I wonder if we can talk about how things are going with your medical problems?”

REMAP: Reframe

- › “What is your understanding of your illness?”
 - › If pt doesn't have a clear understanding:
“We're in a different place than we were [X] months ago”
 - › If pt has a clear understanding: “Given where you are in your illness, it seems like a good time to talk about where to go from here”

REMAP: Expect Emotion

- › Most patients will have an emotional response to hearing the reframe. This is normal.
- › The emotional response may sound like a factual question:
 - “Isn’t there something else you can do?”
 - “Are you sure we’ve looked into everything?”

REMAP: Expect Emotion (Responding)

- › Respond to emotion with empathic statements
- › Even if the patient is asking a question
- › Use “Name” and “Acknowledge”

REMAP: Expect Emotion (examples)

- › “I can see that you are really concerned”
- › “I get a sense that this is not what you were expecting to hear today”
- › Ask permission before moving on
 - “Is it OK for us to talk about what this means?”

REMAP: Reframe and Expect Emotion



***What specifically did the doctor
do that you liked?***

Time to Practice!!

Drill Instructions

- › Review drill as a group
- › Divide into pairs to practice the drill
- › Practice the drill script (person with bigger feet is the clinician first)
- › Switch roles
- › Debrief with one another:
 - How did it feel to say the words?
 - One thing clinician noticed
 - One thing patient noticed

Drill A: Reframe

Clinician



Tell me what you understand about your illness.

I wish we had a more effective treatment.

Patient



I'm not getting better with this treatment , but there's got to be something else out there.

Drill A: Reframe

Clinician



What is your sense of where things are?

You have been living with this disease a long time. And, I think we're in a different place now.

Patient



I know I've got COPD, and my breathing has gotten worse over the last several weeks. But I've had this for quite a while, and it will probably get better..."

Drill A: Expect Emotion

Clinician



What is your sense of where things are?

This must be hard.

I hear that. Is it ok if we talk about where we can go from here?

Patient



I know I'm getting worse. I'm afraid I'm just a burden on my kids.

It is. There is a lot happening.

Drill: Swap Roles

Clinician



Patient



Drill: Debrief

- › How did it feel to say the words?
- › One thing clinician noticed
- › One thing patient noticed

Drill B: Expect Emotion

Clinician



You have been living with this disease a long time. And, I think we're in a different place now.

I can't even imagine what it's like for you to live with an illness that keeps getting

Patient



So, what are you saying – that I'm supposed to give up?

Drill B: Expect Emotion

Clinician



It's probably a good time to step back and talk about where we go from here.

I really admire your spirit and everything you've done to fight this illness.

Patient



I'm a fighter. I know I can still beat this thing.

Drill B: Moving Forward

Clinician



I can see how disappointing this is for you.

I was hopeful too... Would it be all right if we talked about where we go from here?

Patient



I've just kept hoping that the treatments would work.

Drill: Swap Roles

Clinician



Patient



Drill: Debrief

- › How did it feel to say the words?
- › One thing clinician noticed
- › One thing patient noticed



What surprised you?

What do you want to take forward?

Anywhere you might get stuck?

Summary

- › REMAP: a talking map for goals of care conversations
 - **R**eframe
 - **E**xpect Emotion

- › What's one thing you're going to try this week?

Goals of Care Conversations training materials were developed and made available for public use through U.S. Department of Veterans Affairs contracts with VitalTalk [Orders VA777-14-P-0400 and VA777-16-C-0015].



VA



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