

# REMAP

## GOALS OF CARE, LATE IN THE ILLNESS

### STEP

### WHAT YOU SAY OR DO

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#### REFRAME

why the status quo isn't working.

"There is something I'd like to put on our agenda today."

*"We're in a different place."*

*"This is a point where some treatments could do more harm than good."*

**You may have needed to give serious news first; that's a separate task.**

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#### EXPECT EMOTION

respond with empathy.

"It sounds like you are worried about [your family]." [Name the patient's emotion]

*"I can see how much you love your [son]."*

*"You have worked so hard to do the right thing."*

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#### MAP OUT

big picture values, what's important.

"Can we step back, think about what you are hoping for, and try to find a good option for you?"

*"Given this situation, what's most important for you now?"*

*"Have you ever thought about what if things don't go the way you want?"*

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#### ALIGN

yourself & team with the patient's values.

"It sounds like the most important issues to you are [spending time with your family, being comfortable, and enjoying your garden]"

*"By planning ahead, we can avoid some things you said you didn't want."*

**Reflect the patient's values.**

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#### PLAN

medical treatments that match the patient's values

"Thank you for talking to me about this. I will talk to your team and come back later today with a plan."

*"For this situation, here are some things that I can do now..."*