

COMMUNICATION SKILLS – GOALS OF CARE DISCUSSIONS IN THE OUTPATIENT SETTING

Adapted Guide for Conversations with Seriously Ill Patients at Risk of COVID-19 in Community Settings	
CONVERSATION FLOW	SUGGESTED LANGUAGE
1. SET UP THE CONVERSATION	“I’d like to talk about what may be ahead for you with this illness and do some planning about what is important to you so that I can make sure we provide you with the best possible care, is this okay? ”
2. ASSESS UNDERSTANDING AND PREFERENCES	“ What is your understanding of how COVID-19 is affecting people like you? [eg people who are older and/or frail, people with significant comorbidities] “ What information about what is ahead would you like from me? ”
3. SHARE INFORMATION & PROGNOSIS: <i>*Allow silence & explore emotion</i>	*Frame as a “ wish...worry ” or “ hope...worry ” statement Example: “COVID - 19 is a viral illness that spreads like the flu. We know it is particularly serious in patients like you. I wish we were not in this situation, but I’m worried that you could get much sicker very quickly. If that happens you are at risk of dying in a short period of time.”
4. EXPLORE KEY TOPICS: a. Goals b. Fears c. Sources of strength d. Family e. Notify	“If things get worse, what would be most important to you? ” “ What are you most afraid of right now?” “ What gives you strength as you think about what may be ahead with this illness?” “ How much does your family know about what’s important to you?” “ Is there anyone you would like me to contact? ”

Modified: 4/14/2020

Owner: Jennifer Reidy, MD, MS, FAAHP

COMMUNICATION SKILLS – GOALS OF CARE DISCUSSIONS IN THE OUTPATIENT SETTING

<p>5. CLOSE THE CONVERSATION</p>	<p>“I’ve heard you say that ____ is important you right now. Keeping this in mind, and what we know about this illness, I recommend that ____.”</p> <p>“How does this plan seem to you?”</p> <p>“We will do everything we can to help you through this.</p> <p>Example: “I’ve heard you say that you would not want to suffer at the end of your life. Keeping in mind what we know about this illness, and what you’ve shared with me, I recommend (pick one based on goals and options):</p> <ul style="list-style-type: none"> • <u>Full treatment:</u> <p>“We try to maintain your health at home, and potentially admit you to the hospital for oxygen and treatment of shortness of breath if needed, AND seek ICU care with CPR and ventilator if needed and available during the pandemic.”</p> • <u>Selective treatment:</u> <p>“We try to maintain your health at home, and potentially admit you to the hospital for oxygen and treatment of shortness of breath if needed, but avoid burdensome treatments including ICU care and CPR.”</p> • <u>Comfort-focused treatment:</u> <p>“We try to maintain your health at home, and if you develop symptoms of COVID-19 and decline rapidly, we would keep you at home with your family and the goal of a peaceful death. I would quickly make a referral to hospice to ensure you and your family get the best care possible.”</p> <p>“How does this sound?”</p>
---	---

COMMUNICATION SKILLS – GOALS OF CARE DISCUSSIONS IN THE OUTPATIENT SETTING

<p>6. DOCUMENT & COMMUNICATE</p> <p>KEY CLINICIANS</p>	<ol style="list-style-type: none"> 1. DOCUMENT in Health Record (use “.seriousillnessconversation” to ensure it is retrievable in EMR) 2. Ensure the Resuscitation Status order (MOLST and EMR order) 3. Inform other provider(s) who should know
<p>This material has been modified by Jennifer Reidy, MD at UMass Memorial Medical Center, Jennifer.reidy@umassmemorial.org</p>	