Documenting Your Conversation

Use **NURSE** skills to attend to emotion

<table>
<thead>
<tr>
<th>Name</th>
<th>This can be overwhelming.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understand</td>
<td>You seem frustrated.</td>
</tr>
<tr>
<td>Understand</td>
<td>This helps me understand what you’re thinking.</td>
</tr>
<tr>
<td>Respect</td>
<td>I can’t imagine what you’re going through.</td>
</tr>
<tr>
<td>Support</td>
<td>You’re a great advocate for your loved one.</td>
</tr>
<tr>
<td>Explore</td>
<td>I’ll do my best to make sure you have what you need.</td>
</tr>
<tr>
<td>Explore</td>
<td>Let’s work together on this.</td>
</tr>
<tr>
<td>Explore</td>
<td>Could you say more about what you mean when you say...</td>
</tr>
<tr>
<td>Explore</td>
<td>Tell me more about...</td>
</tr>
</tbody>
</table>


**OUTPATIENT**

1. Click **Adv Care Plan**
   - Superman, Clark
   - Male, 52 Y, 12/1/1967
   - MRN: 17538006
   - HCA: Not Active
   - Advance Care Plan: MyHealth: Enrolled

2. Click **ACP Form**, document your discussion, then click **Next**

**INPATIENT**

1. Click **Code**
   - Ztest, Batman (Male, 43 Y, 5/5/1978)
   - Code: Not on file

2. Click **ACP Form**, document your discussion, then click **Next**

3. Type dotphrase `.advancecareplanningSMTForm` to insert the ACP Form into your note

4. Press F2 and choose **ACP Form Note**

Visit `advancecareplanning@stanford.edu` for more information on documenting in Epic, patient-facing materials, and translated and discipline-specific versions of the Guide.
### Serious Illness Conversation Guide

#### SET UP

I'd like to talk about what is ahead with your illness and do some thinking in advance about what is important to you so that I can make sure we provide you with the care you want. **Is that okay?**

What is your **understanding** now of where you are with your illness?

How much **information** about what is likely ahead with your illness would you like from me?

I want to share with you my **understanding** of where things are with your illness: **[Choose one]**

**Uncertain** - It can be difficult to predict what will happen with your illness. I **hope** you will continue to live well for a long time, but I’m **worried** that you could get sick quickly, and I think it’s important to prepare for that possibility.

**Time** - I **wish** we were not in this situation, but I’m **worried** that time may be as short as ___ **[days to weeks, weeks to months, months to a year]**.

**Function** - I **hope** this is not the case, but I’m **worried** that this may be as strong as you will feel, and things are likely to get more difficult.

What are your most important **goals** if your health situation worsens?

What are your biggest **fears and worries** about the future with your health?

What gives you **strength** as you think about the future with your illness?

What **abilities** are so critical to your life that you can’t imagine living without them?

If you become sicker, how much are you willing to **go through** for the possibility of gaining more time?

How much do your **loved ones** know about your priorities and wishes?

I’ve heard you say ____. Keeping that in mind, and what we know about your illness, I **recommend** that we ____. This will help us make sure that your treatment plans reflect what’s important to you. How does this plan seem to you?

**We will do everything we can** to help you through this.

#### ASSESS

**Handoff to key clinicians:** I talked with ___ about ___. I learned ___. I think they would benefit from talking to you about ____.

#### SHARE PROGNOSIS

**Uncertain** - It can be difficult to predict what will happen with ____’s illness. I **hope** they will continue to live well for a long time, but I’m **worried** that they could get sick quickly, and I think it’s important to prepare for that possibility.

**Time** - I **wish** we were not in this situation, but I’m **worried** that time may be as short as ___ **[days to weeks, weeks to months, months to a year]**.

**Function** - I **hope** this is not the case, but I’m **worried** that this may be as strong as ____ will feel, and things are likely to get more difficult.

What is your sense of what ____’s most important **goals** are if their health situation worsens?

What do you think ____’s biggest **fears and worries** are about the future with their health?

What gives ____’s biggest **strength** in difficult times?

What **abilities** are so critical to ____’s life that they could not imagine living without them?

If ____ becomes sicker, how much do you think they’d be **willing to go through** for the possibility of gaining more time?

How much do ____’s **loved ones** know about their priorities and wishes?

I’ve heard you say ____. Keeping that in mind, and what we know about ____’s illness, I **recommend** that we ____. This will help us make sure that ____’s treatment plans reflect what’s important to them. How does this plan seem to you?

**We will do everything we can** to help you and ____ through this.

#### EXPLORE

**Handoff to key clinicians:** I talked with ___ about ___. I learned ___. I think they would benefit from talking to you about ____.

#### CLOSE

**Handoff to key clinicians:** I talked with ___ about ___. I learned ___. I think they would benefit from talking to you about ____.

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