

Serious Illness Care Program

Use these skills to attend to emotion

NURSE

Name	It sounds like you're frustrated.
Understand	This helps me understand what you are thinking.
Respect	I can see that you've really been trying to follow our instructions.
Support/Silence	I will do my best to make sure you have what you need.
Explore	Could you say more about what you mean when you say that...

Use these skills to make your conversation flow

Normalization	As part of your routine care, I'd like to get to know you better and learn your values.
Bookmarking	I hear that getting your meds refilled is important, and I promise we'll talk about it before the end of our visit. Right now, I'd like to talk to you about...
What else?	Any other goals if your health were to worsen?

Post-Training

Try using the guide with a patient within the next few weeks.

Start small! It takes time and repetition for this conversation to feel natural and routine. We recommend documenting 1 to 2 conversations per week (or ~4 per month).

Set yourself up for success.

In the beginning, choose patients with whom you have a good relationship or with whom the conversation will be well-received.

We are here to support you.

Please contact us at advancecareplanning@stanford.edu if you have questions along the way or would like a laminated pocket guide.

SICP Resources



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