Serious Illness Conversation Guide

- SET UP the conversation
- ASSESS understanding and information sharing preferences
- SHARE big-picture prognosis
- EXPLORE values
  - Important goals
  - Worries
  - What gives strength
  - Activities that bring joy
  - Acceptable clinical care for more time
  - Loved ones’ knowledge of wishes
  - Hopes for their health
- RECOMMEND for future care based on values explored
Epic Instructions

1. Click Code (inpt) or Adv Care Plan (outpt)

2. Click ACP Form or the pink bar to document

3. Finish documenting
   - Inpt: Create ACP Note ➔ ACP Form Note
   - Outpt: .advancecareplanningSMTform
dotphrase pulls Form into progress note

Scan to view more documentation instructions

Emotional Tools

Name
- This can be overwhelming.
- You seem frustrated.

Understand
- This helps me understand what you’re thinking.
- I can’t imagine what you’re going through.

Respect
- I can see you’ve been trying to follow our instructions.
- You’re a great advocate for your loved one.

Support
- I’ll do my best to make sure you have what you need.
- Let’s work together on this.

Explore
- Tell me more about what you mean when you say...
- Could you say more about...