



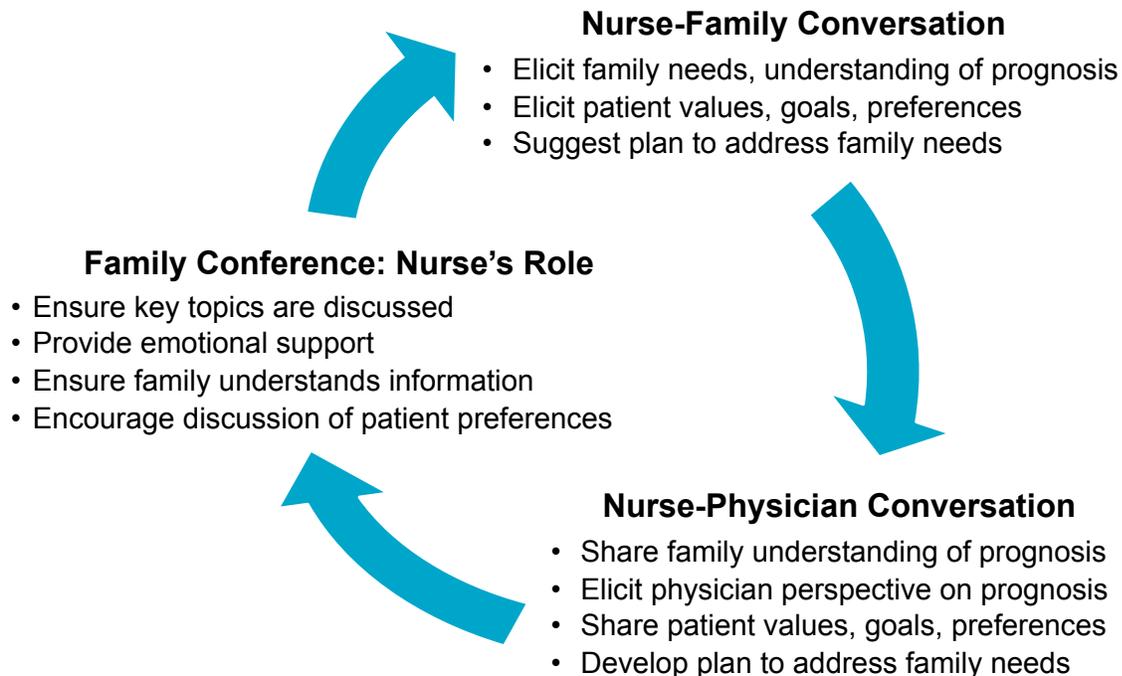
OVERVIEW OF THE NURSES' ROLE

The 4 Cs: Key Roles for Nurses in Communication about Prognosis, Goals of Care, and Palliative Care

Convening	Making sure multidisciplinary family-clinician communication occurs
Checking	<ul style="list-style-type: none">• Identifying family needs for information• Ensuring that families clearly receive desired information• Ensuring that clinicians understand family perspectives
Caring	Naming emotions and responding to feelings
Continuing	Following up after discussions to clarify and reinforce information and provide support

After Krimshstein et al J Palliat Med 2011

3 Conversations: Implementing the 4 Cs in Practice





**CORE SKILLS:
TOOLS FOR NAVIGATING FAMILY & PHYSICIAN CONVERSATIONS**

Skill	Function	Example
Open-ended questions	Eliciting another person's perspective	<i>"What do you understand about your husband's illness?"</i> <i>"Dr. Taylor, how have your discussions been with the Jones family?"</i>
Reflection statements	Show that you want to understand another person's perspective	<i>"It sounds like this has been a really stressful week for you."</i> <i>"You're re worried she may not be able to care for herself after this - is that right?"</i>
Tell me more	Learn more about another's perspective	<i>"Tell me more about what your mom liked to do before she got sick."</i> <i>"Doctor, could you say more about the care she might need after discharge?"</i>
NURSE	Empathy in response to expressions of emotion	Family: <i>"It's been a very hard week."</i> Nurse: <u>N</u> ame: <i>"You sound frustrated."</i> <u>U</u> nderstand: <i>"I can only imagine how hard this is."</i> <u>R</u> espect: <i>"I really respect how much you've been here at his side."</i> <u>S</u> upport: <i>"We're here to help you through this."</i> <u>E</u> xplore: <i>"What's been the hardest part?"</i>
Ask-Tell-Ask	<ul style="list-style-type: none"> • Get permission to present information • Present information clearly • Check understanding or agreement 	Family: <i>"What do you think – is she going to make it?"</i> Nurse (Ask): <i>"That's an important question. I'd be happy to discuss it. First, may I ask you what your sense of things is?"</i> Family: <i>"She seems more peaceful today – maybe that's a good thing?"</i> Nurse (Tell): <i>"I also see her being more sleepy - I'm worried it's because we've had to increase the medications so she is more sedated."</i> Nurse (Ask): <i>"I think it would be important for us to discuss your daughter's status with her doctors. Would it be ok if I arranged a time later today?"</i> Family: <i>"Yes – that would be good I think."</i>
Hope / worry statements	Honestly present information while aligning with family/doctor	<i>"We're hoping that she gets stronger too. We're also worried that her kidneys are showing signs of worsening."</i>