NURSE-FAMILY CONVERSATION

Conversation goals:
- Elicit family needs, understanding of prognosis
- Elicit patient values, goals, preferences
- Suggest plan to address family needs

Skills to Practice	Examples
Open-ended questions	Determine family's understanding and perspectives on prognosis: *"What do you understand about your mom's medical situation?"* *"What have the doctors said about what to expect?"* *"What information about prognosis would be helpful to you?"* *"What is your sense of what the prognosis might be?"* Understand patient and/or family's definition of quality of life and thus values and goals of treatment: *"What are you hoping for?"* *"What worries you the most?"* *"Could you tell me a little about what Jane is like?"* *"What would be most important for her right now?"* *"What would Joe think about the treatments he's getting now?"* *"What kind of things does Tony enjoy?"* THEN LISTEN! (using skills below)
Tell me more	Family: *"I don't understand why everyone keeps telling us she's not responding - when I squeeze her hand she squeezes back."* Nurse: *"Tell me more about that."*
Reflection	*"So, if I understand correctly, it seems like you and the doctors aren't on the same page, is that right?"* *"It sounds like you have a lot of questions for the doctors."*
NURSE	Family: *"I'm afraid to even think that Stan might not recover."* Nurse: <u>N</u>ame: *"It's a scary thing to think about."* <u>U</u>nderstand: *"I can understand how that would be scary."* <u>R</u>espect: *"You have been so strong."* <u>S</u>upport: *"We're here to support you."* <u>E</u>xplore: *"What are you afraid will happen?"*