



Nurse-Family Conversation: Study & Discussion Guide

I. Review goals and suggested skills for this conversation on the Skill and Conversation Handout. The conversation goals are:

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

II. Have a paper and pen and the Skill and Conversation Handout ready. As you watch the video, respond to the following questions:

- What emotions do you see or hear Frank express? Write specific phrases or non-verbal behaviors you see in the video.
- What skills does Tawnya use to respond when Frank expresses emotion? Give specific phrases or non-verbal expressions from the video. How do her responses seem to affect Frank?
- What skills does Tawnya use to assess Frank's understanding of his wife's situation and to get a sense of what he might need? Give specific phrases from the conversation.
- What skills does Tawnya use to learn more about Sandra's values, goals, & preferences? Give specific phrases from the conversation.
- What skills does Tawnya use to suggest a plan to address Frank's needs? Give specific phrases from the conversation.

III. Take-aways

- What did we learn about Sandra and Frank that we didn't know before?
- Thinking ahead to the next time we see Sandra's doctor, what information will be key to share and what might we ask for?

IV. Reflection

- Reflect on a recent patient and family you've cared for. What was challenging for you in communicating with this family?
- What skills did you see here that might help meet a similar challenge in the future?

V. Practice

- Watch the video again, pausing after Frank speaks to practice responding in your own words using the skills you've learned.
- Choose a skill to practice with a patient or family the next time you are working in the ICU. Notice how the patient or family reacts and debrief this with a friend or colleague.