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 Saundra'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 Saundra and Frank that we didn't know before?
   - Thinking ahead to the next time we see Saundra'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.