



NURSE-PHYSICIAN CONVERSATION

Conversation goals:

- Share family understanding of prognosis
- Elicit physician perspective on prognosis
- Share patient values, goals, preferences
- Develop plan to address family needs

Skills to Practice	Examples
Hope / worry statements	<p><i>“I was talking with Mrs. Jones this morning, and I’m worried that we aren’t on the same page about Mr. Jones’ prognosis.”</i></p> <p><i>“I’m hoping you and I could sit down with Mrs. Jones to talk about Mr. Jones’ prognosis and discuss goals of care.”</i></p>
Open-ended questions	<p><i>“What are your thoughts about Mr. Jones’ prognosis?”</i></p> <p><i>“Could you tell me more about the discussions you’ve had with Mrs. Jones about prognosis and goals of care?”</i></p> <p><i>“What has been your experience with the palliative care team?”</i></p>
Ask-Tell-Ask	<p>Summarize your discussion with the family about prognosis and goals of care, emphasizing any discrepancies with physician’s understanding</p> <p>Nurse (Ask): <i>“I talked with Mrs. Jones this morning – do you have a minute for me to tell you about our discussion?”</i></p> <p>Doctor: <i>“Sure”</i></p> <p>Nurse (Tell): <i>“She said she didn’t have a good understanding of his prognosis, but would like some information about it. I think she’s also hoping he’ll be off the ventilator soon, and based on what you said, I’m worried that won’t be the case.”</i></p> <p>Nurse (Ask): <i>“I think it would help for us all to sit down together and talk. Would you be willing to meet with Mrs. Jones and I to update her on Mr. Jones’ prognosis?”</i></p>
NURSE	<p><u>N</u>ame: <i>“It sounds like his case has been especially challenging.”</i></p> <p><u>U</u>nderstand: <i>“These discussions are difficult.”</i></p> <p><u>R</u>espect: <i>“I appreciate you taking the time to discuss this with me.”</i></p> <p><u>S</u>upport: <i>“I’d like to support you in making sure they understand the information you are presenting.”</i></p> <p><u>E</u>xplore: <i>“Could you tell me more about your concerns about involving the palliative care team?”</i></p> <p>(THEN LISTEN!)</p>