



Serious Illness Conversation Guide

Conversation Flow		Patient-tested Language
SET-UP	1. SET UP THE CONVERSATION <ul style="list-style-type: none"> Introduce the idea and benefits Ask permission 	"I'm hoping we can talk about where things are with your illness and where they might be going – is this okay?"
ASSESS	2. ASSESS ILLNESS UNDERSTANDING AND INFORMATION PREFERENCES.	What is your understanding now of where you are with your illness?" "How much information about what is likely to be ahead with your illness would you like from me?"
SHARE	3. SHARE PROGNOSIS <ul style="list-style-type: none"> Tailor information to patient preference Allow silence, explore emotion 	Prognosis: "I'm worried that time may be short." or "This may be as strong as you feel."
EXPLORE	4. EXPLORE KEY TOPICS <ul style="list-style-type: none"> Goals Fears and worries Sources of strength Critical abilities Tradeoffs Family 5. CLOSE THE CONVERSATION <ul style="list-style-type: none"> Summarize what you've heard Make a recommendation Affirm your commitment to the patient 	"What are your most important goals if your health situation worsens?" "What are your biggest fears and worries about the future with your health?" "What gives you strength as you think about the future with your illness?" "What abilities are so critical to your life that you can't imagine living without them?" "If you become sicker, how much are you willing to go through for the possibility of gaining more time?" "How much does your family know about your priorities?"
SHARE	6. DOCUMENT YOUR CONVERSATION	"It sounds like is very important to you." "Given your goals and priorities and what we know about your illness at this stage, I recommend..." "We're in this together."

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1. SET UP THE CONVERSATION

- Introduce the idea and benefits
- Ask permission

2. ASSESS ILLNESS UNDERSTANDING AND INFORMATION PREFERENCES

3. SHARE PROGNOSIS

- Tailor information to patient preference
- Allow silence, explore emotion

4. EXPLORE KEY TOPICS

- Goals
- Fears and worries
- Sources of strength
- Critical abilities
- Tradeoffs
- Family

5. CLOSE THE CONVERSATION

- Summarize what you've heard
- Make a recommendation
- Affirm your commitment to the patient

6. DOCUMENT YOUR CONVERSATION



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SET-UP	"I'm hoping we can talk about where things are with your illness and where they might be going – is this okay?"
ASSESS	<p>What is your understanding now of where you are with your illness?"</p> <p>"How much information about what is likely to be ahead with your illness would you like from me?"</p>
SHARE	Prognosis: "I'm worried that time may be short." or "This may be as strong as you feel."
EXPLORE	<p>"What are your most important goals if your health situation worsens?"</p> <p>"What are your biggest fears and worries about the future with your health?"</p> <p>"What gives you strength as you think about the future with your illness?"</p> <p>"What abilities are so critical to your life that you can't imagine living without them?"</p> <p>"If you become sicker, how much are you willing to go through for the possibility of gaining more time?"</p> <p>"How much does your family know about your priorities?"</p>
SHARE	<p>"It sounds like is very important to you." "Given your goals and priorities and what we know about your illness at this stage, I recommend..."</p> <p>"We're in this together."</p>