

# REMAP

## DISCUSSING GOALS OF CARE

STEP	WHAT YOU SAY OR DO
<b>REFRAME</b> the situation	<p>"I'd like to take some time today to talk about your illness and what is most important to you."</p> <p>ASK – "What have you been told about your illness and what to expect?"</p> <p>ASK – "Is it okay if I share?"</p> <p>TELL – *Label* What is the headline (information + meaning)?</p> <p>ASK – "That was a lot. Is it okay if we talk about next steps?"</p>
<b>EXPECT EMOTION</b> respond with empathy	<p><b>NURSE</b> statements + "I wish..." + Silence</p> <p>"I can see how much you love your [son]."</p> <p>"I can't imagine what it's like to hear this news."</p>
<b>MAP OUT</b> big picture values, what's important	<p><b>VALUES</b> questions</p> <p>"Given this situation, what's most important for you now?"</p> <p>"As you think about the future, what concerns you?"</p> <p>"What else?"</p>
<b>ALIGN</b> with the patient and family	<p>"It sounds like the most important things are [spending time with your family, being comfortable, and enjoying your garden]."</p> <p>Reflect-back the patient's values.</p>
<b>PROPOSE</b> a plan that upholds values	<p>"Here's what we can do now that will help you do those important things. [State plan]. What do you think about that?"</p> <p>Use the patient's stated values to recommend a plan that matches those values.</p>

# NURSE

## EMPATHIC CONTINUERS FOR ARTICULATING EMPATHY

	EXAMPLE	NOTES
<b>NAMING</b> name the emotion you see in front of you	"You seem upset" "This must be overwhelming"	In general, turn down the intensity a notch when you name the emotion
<b>UNDERSTANDING</b> try to put yourself in their shoes	"I can't begin to understand how hard this has been" "I can't imagine what you are going through"	Think of this as another kind of acknowledgment but stop short of suggesting you understand everything (you don't)
<b>RESPECTING</b> demonstrate respect for the person in front of you	"I can see how hard you have been working to stay healthy" "I can see what an amazing advocate you are for your mother"	Remember that praise also fits in here, ex. "I think you have done a great job with this"
<b>SUPPORTING</b> demonstrate your ongoing support	"I will do my best to make sure you have what you need" "We will be here for you"	Making this kind of commitment is a powerful statement
<b>EXPLORE</b> especially when you do not understand what is being expressed	"Tell me more" "Could you say more about what you mean when you say..."	Asking a focused question prevents this from seeming too obvious. If it's a cognitive way of expressing emotion, explore why they ask the question.

# VALUES

## PERSON-CENTERED MAPPING QUESTIONS

### VALUE

### WHAT YOU SAY

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#### VITAL GOALS

ask about priorities and goals

“Knowing that news, what is most important to you?”

“When you think about the future, what would your mom say is important?”

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#### ACTIVITIES

ask about the things they would like to keep doing

“When you think about the future, what kind of things would you like to be doing?”

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#### LIMITS

ask about their line in the sand

“What would be an unacceptable quality of life for you, or a life worse than death?”

“What abilities would be so critical to your partner that they couldn’t imagine living without them?”

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#### UNCERTAINTIES/ WORRIES

ask about worries and concerns

“When you think about the future, what worries you most?”

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#### EXPERIENCE WITH ILLNESS

ask about their experience with serious illness

“Has anyone in your life been seriously ill or died? How does that impact your thoughts on your own care?”

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#### STRENGTH

ask what helps them through their illness

“What gives you strength or support?”