

# Communication & Coaching in Palliative Care

Wendy Anderson, MD MS

Advances in Palliative Care Conference

Collabria Care | 29 October, 2018

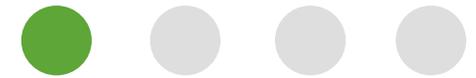


Division of  
Palliative Medicine



IMPACT-ICU

**Skills & Roadmaps**



**Learning & Teaching**



**Dissemination**



**Resources**



**Skills & Roadmaps**



**Learning & Teaching**

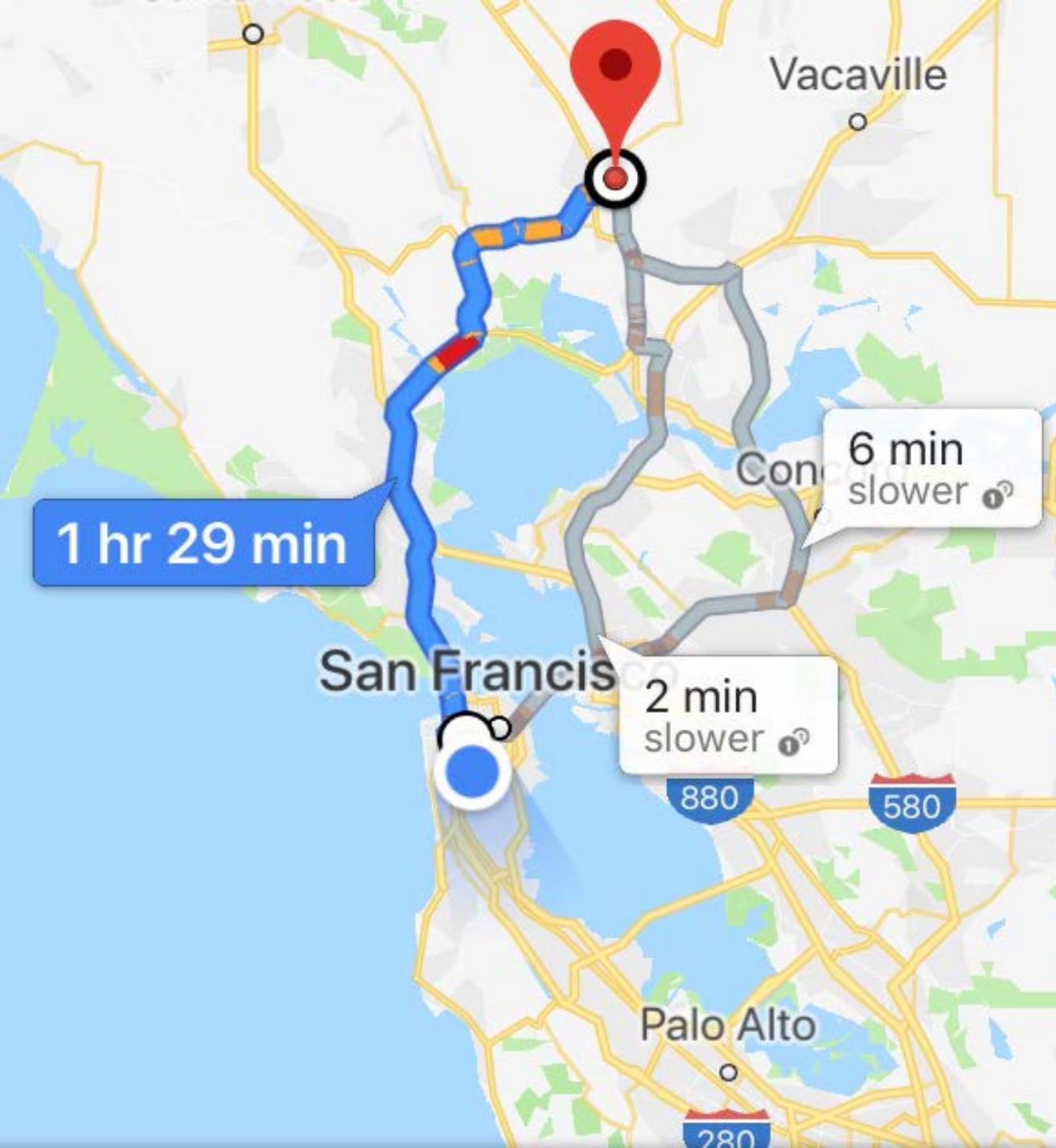


**Dissemination**



**Resources**

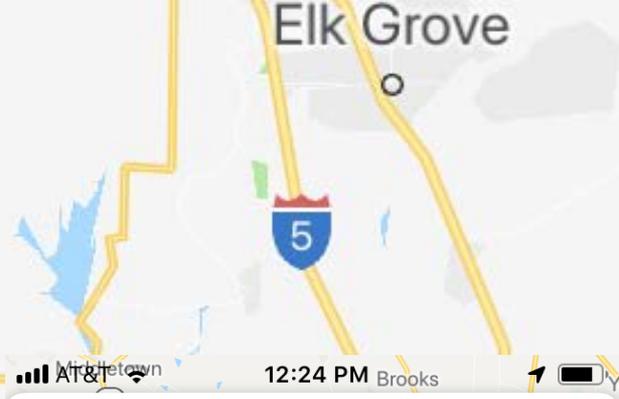




1 hr 29 min

2 min slower ⓘ

6 min slower ⓘ



1 hr 29 min (52 mi)

Fastest route now, avoids slowdowns

Map

Preview >>

P Parking is usually not easy near this destination

University of California San Francisco Parnassus Campus  
505 Parnassus Ave, San Francisco, CA 94143

↑ Head west on Parnassus Ave toward 3rd Ave

1 mile

↗ Turn right onto 19th Ave

3.1 miles

↙ Keep left at the fork to continue toward US-101 N

# REMAP

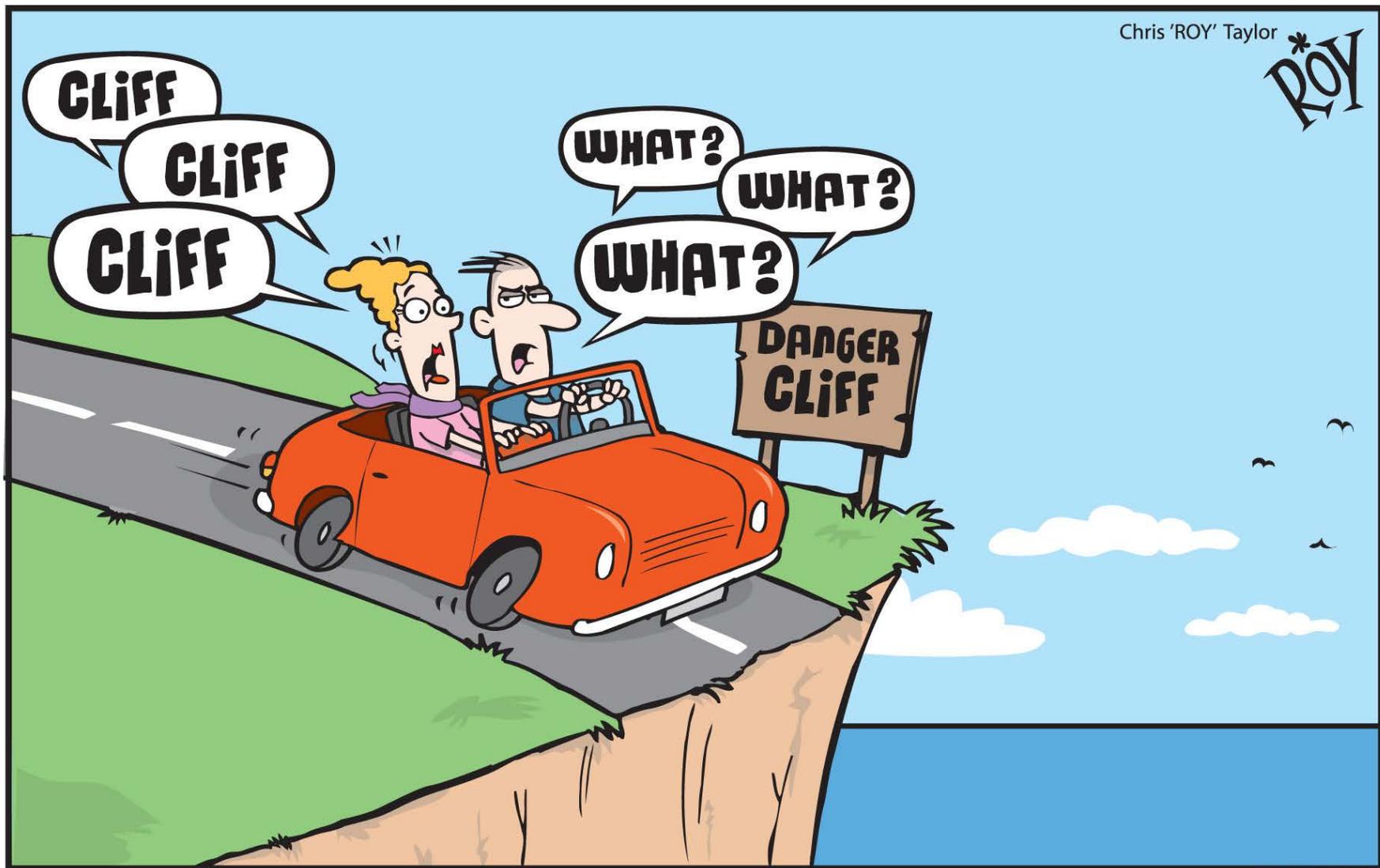
For Goals of Care:

1. **REFRAME** the situation.
2. **EXPECT EMOTION** NURSE.
3. **MAP** out important values.
4. **ALIGN** with the patient & family.
5. **PLAN** treatments to uphold values.



Chris 'ROY' Taylor

**\*ROY**



**GOALS OF CARE**

**HAZARDS**

Unclear why we need to discuss

Too much medical lingo

Ignore emotions

Treatments before goals & values

# REMAP

For Goals of Care:

1. **REFRAME** the situation.
2. **EXPECT EMOTION** NURSE.
3. **MAP** out important values.
4. **ALIGN** with the patient & family.
5. **PLAN** treatments to uphold values.



# 1: REFRAME

**Headline that you're in a different place.**

*“We don't have further treatments for the cancer.”*

Informs goals of care



## 2: EMOTION

Respond with empathy.

*“This isn’t what you were expecting.”*

Emotion happens faster than rational thinking.



# 3: MAP

**Elicit goals & values.**

*“Given this news, what is most important to you? What else?”*

Gives you information to tailor treatment options.



# 3: ALIGN

Reflect back what you heard.

*“I’m hearing that being at peace is important. And being at home.”*

Checks that you got it right.



# 5: PLAN

Present treatments that could match goals.

*“A program called hospice could provide support at home.”*

Shows how your recommendation is tailored to their needs.

# REMAP

For Goals of Care:

1. **REFRAME** the situation.
2. **EXPECT EMOTION** NURSE.
3. **MAP** out important values.
4. **ALIGN** with the patient & family.
5. **PLAN** treatments to uphold values.

Skills & Roadmaps



Learning & Teaching



Dissemination



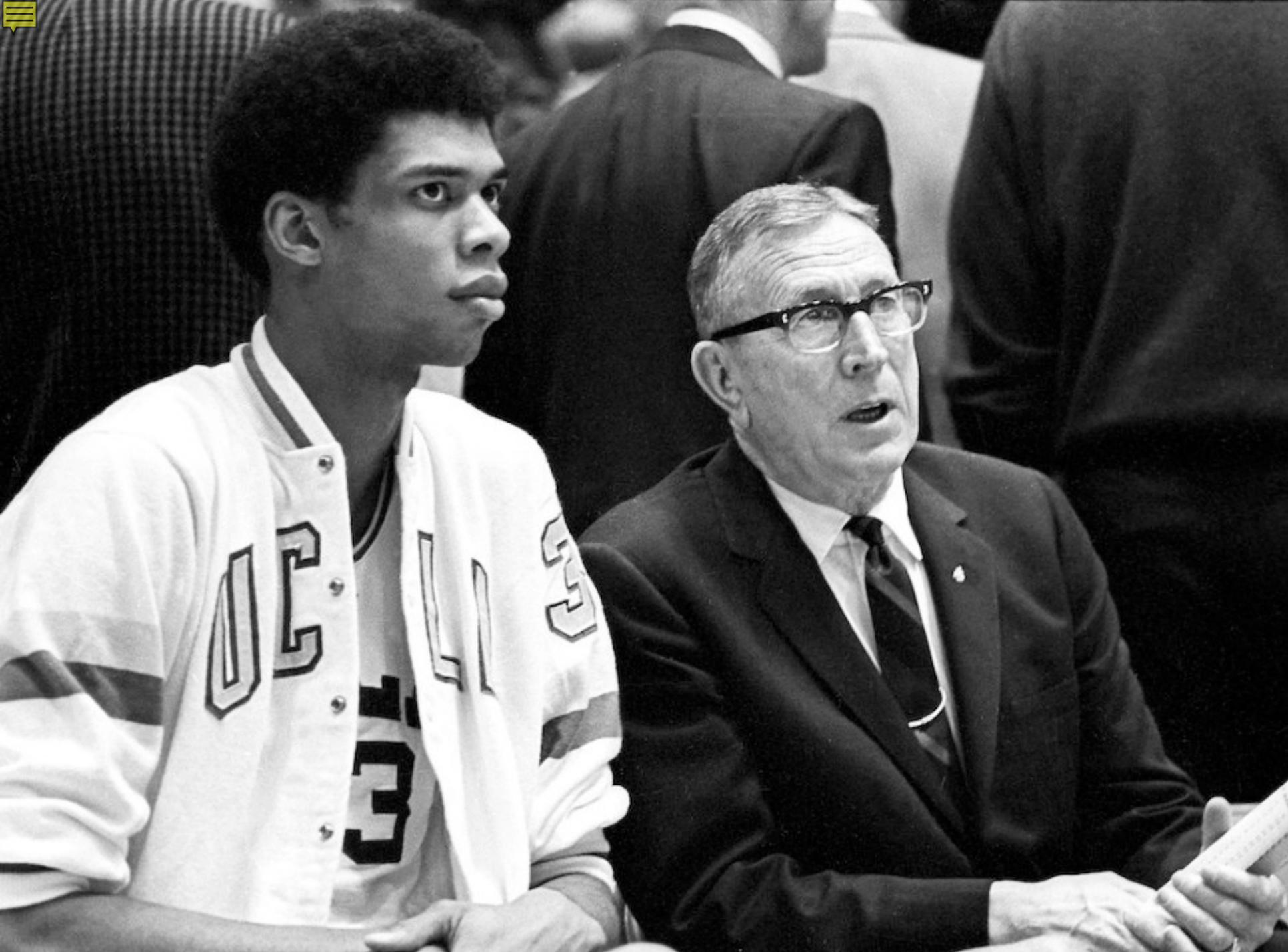
Resources





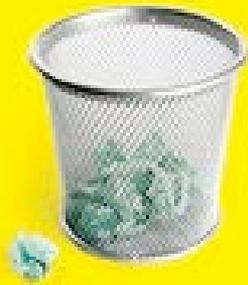
**Learner-centered  
Small group  
Skills practice  
8+ hours**

Childers et al REMAP: A Framework for Goals of Care Conversations. J Oncol Pract. 2017;13:e844-e850.



FOREWORD BY DAN HEATH

# Practice Perfect



*42 Rules for Getting Better at Getting Better*

DOUG LEMOV

BESTSELLING AUTHOR OF *Teach Like a Champion*

ERICA WOOLWAY

KATIE YEZZI

Identify building blocks of peak performance

Practice the most impactful behaviors, perfectly

Automate skills





# NURSE

For responding to emotion:

1. **NAME** the emotion.
2. **UNDERSTAND** show you see it.
3. **RESPECT** praise the intention.
4. **SUPPORT** offer to be with them.
5. **EXPLORE** listen to the story.

1. Selph et al. Empathy and life support decisions in intensive care units. *J Gen Intern Med.* 2008;23:1311-7.
2. Tulskey et al. Enhancing communication between oncologists and patients with a computer-based training program: a randomized trial. *Ann Intern Med.* 2011;155:593-601.

# Communication Drills

EXPECT EMOTION	
 Clinician	 Patient
What is your sense of where things are?	I know I'm getting worse. I'm <b>afraid</b> I'm just a burden on my kids.
<b>This must be hard.</b>	It is. There is a lot happening.
I hear that. Is it okay if we talk about where we can go from here?	

Skills & Roadmaps



Learning & Teaching



Dissemination



Resources





**Head  
Coach  
Needed!**

# ICU Rounding Intervention



High risk patients  
Palliative care  
clinician on rounds  
Pre-Post design

↓ ICU length of stay  
for decedents  
Trend ↓ family PTSD  
symptoms

Braus et al. Prospective study of a proactive palliative care rounding intervention in a medical ICU. *Intensive Care Med.* 2016;42:54-62.

# Reflection

Think about a time when someone helped you to do something you didn't know you could do.

**What did they do?**

**Why was it helpful?**

# Harvest

**What are the qualities  
of effective coaches?**

# COACH

For Colleagues, Trainees:

1. **LISTEN** identify a challenge.
2. **EMPATHIZE** NURSE.
3. **WHAT WENT WELL** strengths.
4. **BRAINSTORM** a new skill.
5. **REINFORCE** good work.

# Coaching

## Supporting Primary Palliative Care



<http://www.vitaltalk.org/resources/impact-icu/>  
<https://vimeo.com/215596298>



IMPACT-ICU

# Video Observations

What did you like that the coach did?

What effect did the coach have on the nurse?

What could you use at your institution?



IMPACT-ICU

Skills & Roadmaps



Learning & Teaching



Dissemination



Resources





On-Line  
Resources  
& Learning



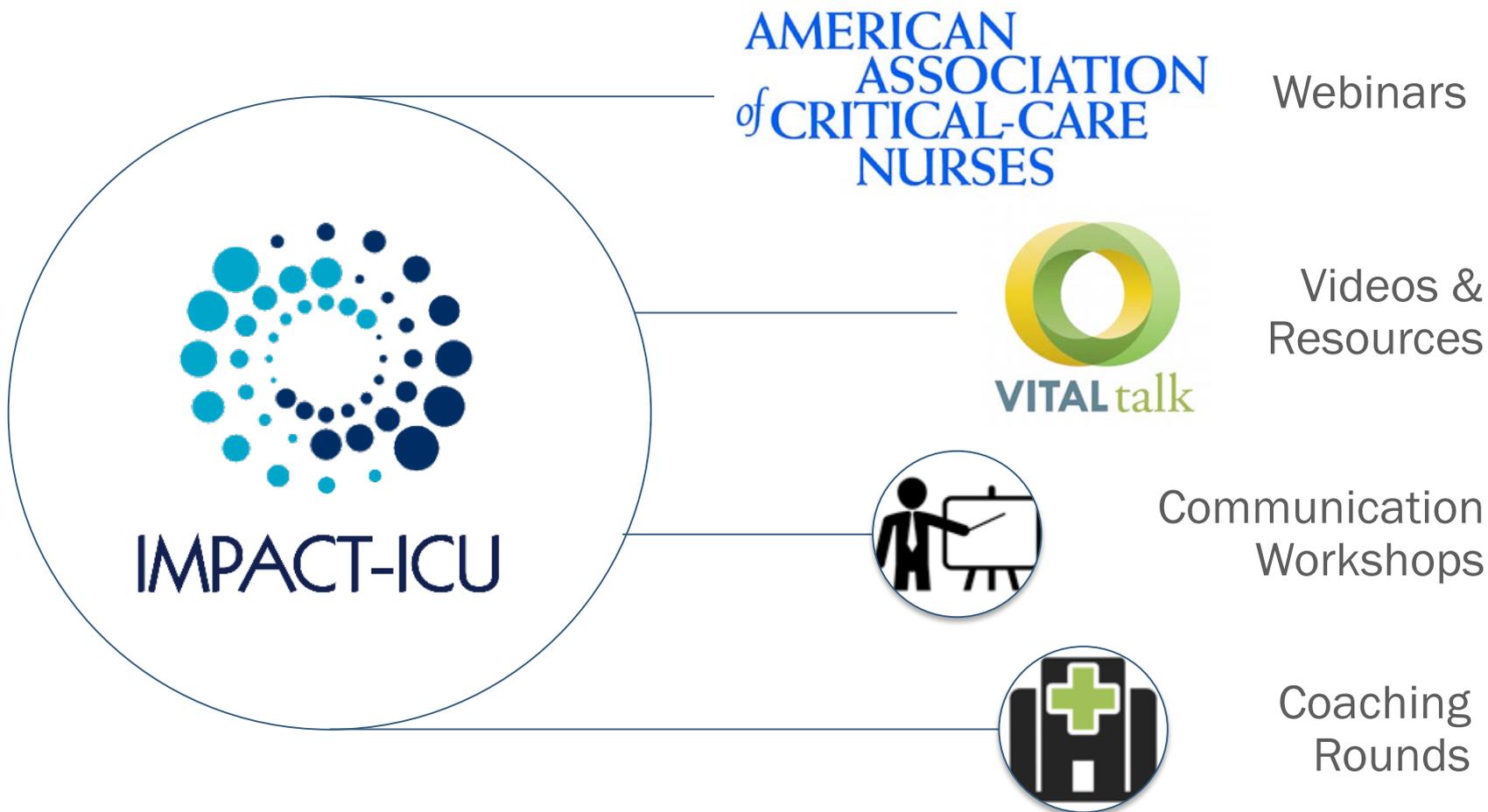
Mastering  
Tough  
Conversations



Faculty  
Development



Institutional  
Courses



<https://www.aacn.org/clinical-resources/palliative-end-of-life>  
<http://vitaltalk.org/resources/impact-icu/>



Search

- Health
- Benefits
- Burials & Memorials
- About VA
- Resources
- Media Room
- Locations
- Contact Us

VA » Health Care » National Center for Ethics in Health Care » Caring for Patients with Serious Illness: Building Clinicians' Communication Skills

## National Center for Ethics in Health Care

- ▼ National Center for Ethics in Health Care
- ▶ More Health Care

### QUICK LINKS

 Hospital Locator

Zip Code

 Health Programs

 Protect Your Health

 A-Z Health Topics

 **Veterans Crisis Line**

1-800-273-8255 **PRESS 1**



### Caring for Patients with Serious Illness: Building Clinicians' Communication Skills

## Goals of Care Conversations Training Materials



For Physicians, Advance Practice Nurses, and PAs



For Nurses, Social Workers, Psychologists, and Chaplains

## In This Section

[ELNEC Home](#)

### About ELNEC

[ELNEC Curricula](#)[ELNEC Team](#)[ELNEC Faculty](#)[FAQs](#)[ELNEC Courses](#)[Tools For Trainers](#)[Find a Trainer](#)[Resources](#)[ELNEC Store](#)

## Questions?

Email [elnecc@coh.org](mailto:elnecc@coh.org).

## ELNEC Curricula

[APRN](#) ▾[Oncology APRN](#) ▾[Core](#) ▾[Critical Care](#) ▾[ELNEC Communication](#) ▲

The ELNEC project announces a new curriculum for 2018 – ELNEC Communication. The area of communication has been a key part of the ELNEC curriculum since the project began in 2001. However, the national ELNEC Project Team receives consistent feedback that more emphasis is needed on this important topic, communication. The new ELNEC Communication curriculum is based on the National Consensus Project (NCP) Guidelines for Quality Palliative Care with separate modules developed to address communication in each of the eight NCP domains: structures and processes of care.



- 1. Communication can be learned & taught**
- 2. Emotion & empathy**
- 3. Extend palliative care reach with coaching & QI**

