Communication & Coaching in Palliative Care

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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.

Unclear why we need to discuss
Too much medical lingo
Ignore emotions
Treatments before goals & values
REMAP

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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.

Fried et al. Prospective study of health status preferences and changes in preferences over time in older adults. Arch Intern Med. 2006;166:890-5.
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

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5. PLAN treatments to uphold values.
Learner-centered
Small group
Skills practice
8+ hours

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.


## Communication Drills

<table>
<thead>
<tr>
<th>EXPECT EMOTION</th>
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<tbody>
<tr>
<td>Clinician</td>
<td>Patient</td>
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<tr>
<td>What is your sense of where things are?</td>
<td>I know I’m getting worse. I’m afraid I’m just a burden on my kids.</td>
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<tr>
<td><strong>This must be hard.</strong></td>
<td>It is. There is a lot happening.</td>
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<tr>
<td>I hear that. Is it okay if we talk about where we can go from here?</td>
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National Center for Ethics in Health Care. Goals of Care Conversations Training.
https://www.ethics.va.gov/goalsofcaretraining/Practitioner.asp
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

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?
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
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?
On-Line Resources & Learning
Mastering Tough Conversations
Faculty Development
Institutional Courses

VitalTalk.org
VitalTalk Tips App
https://www.aacn.org/clinical-resources/palliative-end-of-life
http://vitaltalk.org/resources/impact-icu/
National Center for Ethics in Health Care

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

https://www.ethics.va.gov/goalsofcaretraining/Practitioner.asp
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