

This guide is to support conversations between patients and healthcare professionals, this may be:

- Where a serious illness diagnosis has been shared with someone previously,
- And/ or a second conversation is needed to appreciate preferences and decisions associated with their treatment, prognosis or disease progression.

Outline

Setup:

- * Think in advance,
- * Hope for the best, prepare for the worst.
- * What's the benefit for patient/ family?
- * No decisions necessary today
- * Introduce the purpose of the conversation
- * Ask permission to continue



Guide

- * What is your understanding now of where you are with your illness?
- * How much information about your condition and the future would you like from me?
e.g. some people like to know about time, others what to expect, some both.
- * Share prognosis as a range, tailored to the individual's preferences
 - * Frame as 'wish...worry', 'hope...worry' statement
 - * Allow silence, explore emotions
- * What are your most important goals?
- * What are your biggest fears/ worries about the future and your health?
- * How much do your family know about your priorities and wishes?

Act

- * Who can support you? What support can I give you?
- * Acknowledge medical realities and make recommendations about next steps. Summarise goals and priorities.
- * Describe treatment options that reflect both of these.
- * Document conversation
- * Provide individual with any information they requested.
- * Affirm decisions made, record these

Elements

**Understanding
Information
Preferences**

Prognosis

**Goals
Fears/ worries**

Family

**Support options
Explore key topics**

Record decisions