

REMAP

ADDRESSING GOALS OF CARE

REFRAME

why the status quo isn't working

(You may need to discuss serious news such as a scan first.)

"Given this news, it seems like a good time to talk about what to do now. We're in a different place."

EXPECT

emotion - respond with empathy

"It's hard to deal with all this."

"I can see you are really concerned about [x]."

"Tell me more about that—what are you worried about?"

"Is it ok for us to talk about what this means?"

MAP

out what's important

"Given this situation, what's most important for you?"

"When you think about the future, are there things you want to do?"

"As you look toward the future, what concerns you?"

ALIGN

with the patient's values

"As I listen to you, it sounds the most important things are [x-y-z]."

PLAN

to match values

"Here's what I can do now that will help you do those important things."

"What do you think about it?"