## Introduction:

| Example of phrases to say: | Why to say it: | How to say it: |
|---|---|---|
| "I am meeting with my patients to find out what is most important to them about their health care."<br><br>"I have a few questions that I like to go over with patients that I admit to the hospital." | Reassure the patient that this discussion is standard care for patients and that they are not eminently dying (if this is true).<br><br>"Normalize" the conversation. | Schedule adequate time for the conversation.<br><br>Ensure privacy.<br><br>Involve key people, if possible.<br><br>Sit at a comfortable distance from the patient.<br><br>Make eye contact.<br><br>Pause between sentences.<br><br>Speak at the level of the listener, avoiding or explaining medical jargon. |
| "My goal is to learn what is important to you so that I can provide you with care that matches your wishes." | Emphasize your support of the patient and that you want to help them achieve their goals. Be an advocate for the patient. | Avoid the phrase "the best care possible" this may be equated with ICU level care or unwanted interventions. |

## Write some phrases to investigate the patient's goals, values and expectations and to ensure they understand their prognosis:

| | Instructions: |
|---|---|
| | Ask a few questions to understand what makes the patient's life worth living and the rational behind the patient's preferences for treatment rather than just focusing on their decisions regarding interventions.<br><br>Clarify the patients understanding of their medical condition and ensure it matches your understanding. |

<mark>**Write some phrases to investigate the patient's preferences for code status:**</mark>

| | **Instructions:** |
|---|---|
| | Try to use open-ended questions:<br><br>Avoid close-ended questions such as:<br><br>"Would you like us to restart your heart if it stopped beating?"<br><br>"Do you want us to do everything possible to restart your heart?"<br><br>"Do you want us to attempt to resuscitate you"<br><br>These questions have unintended consequences, are hard to say no to, and do not invite conversation. |

## Write some phrases to describe CPR

| | Instructions: |
|---|---|
| | Describe cardiopulmonary resuscitation in a simple, accurate, neutral manner.<br><br>Avoid describing CPR in potentially coercive language: "Would you like us, in what would naturally be your final moments, to press on your chest and break your ribs, shove a tube down your throat and poke you with needles in lots of places in a chaotic attempt that has a very small chance of giving you more time to be technically alive but unlikely to ever return to meaningful communication with others?"<br><br>Remember to avoid phrases that cross the line of undue influence rather than serve as an accurate description of the procedure. |

## Write some phrases to provide information about the efficacy, risks, and possible outcomes of CPR and the implications of full code status

| | Instructions: |
|---|---|
| | Ensure the patient understands efficacy and outcomes of CPR so that they can make an informed decision.<br><br>Asking the patient what they know about efficacy and outcomes of CPR before sharing information can be an effective technique for broaching the topic.<br><br>Possible information to share with the patient:<br><br>• % Survival<br>• Discharge location<br>• Neurological function<br>• Functional Status |

**Write some phrases making a recommendation about CPR for a patient with advanced illness and limited prognosis:**

**Write some phrases to close the conversation:**