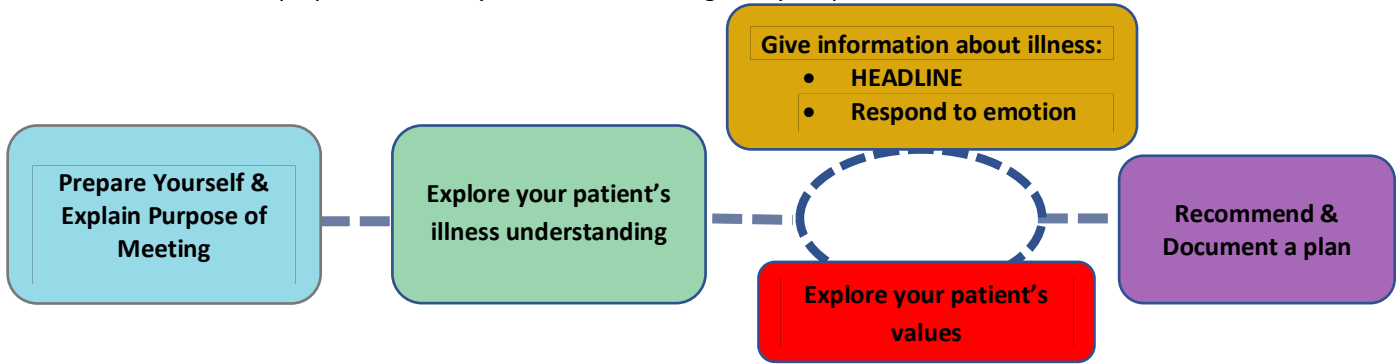


The aim of a Goals of Care (GOC) discussion is to align available treatment and care options with the patient’s goals and values. This document has been prepared to assist you in communicating with your patients with COVID-19 and their POA/SDM.



Step	What to say or do
<b>Prepare Yourself &amp; Explain:</b> <ul style="list-style-type: none"> <li>Know your patient’s:               <ul style="list-style-type: none"> <li>Current clinical status</li> <li>Available treatments, including whether the patient is eligible for ICU care or CPR, and the benefits and burdens of these treatments</li> <li>Estimated prognosis with and without ICU care</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Ensure POA/SDM present in-person or virtually for the conversation</li> <li>Explain purpose of meeting:               <ul style="list-style-type: none"> <li>“I’d like to make sure you get the best care possible. To do this, we need to have a serious conversation.”</li> </ul> </li> </ul>
<b>Explore Illness Understanding:</b> <ul style="list-style-type: none"> <li>Determine what information your patient has and needs               <ul style="list-style-type: none"> <li>This saves you time and makes the next step easier and quicker</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>“I’ve had a chance to review your medical chart. What have the doctors been able to share about what is going on?”</li> <li>“Tell me what you know about your loved one’s illness.”</li> </ul>
<b>Give Information:</b> <ul style="list-style-type: none"> <li>Share serious news using a ‘headline’               <ul style="list-style-type: none"> <li><b>Headline</b> = information + meaning</li> <li>The ‘bottom-line’ of a person’s health information shared in lay language, upfront</li> <li>Studies show that patients find this helpful and it does not increase their anxiety</li> </ul> </li> <li>Expect emotion and respond with empathic statements</li> </ul>	<ul style="list-style-type: none"> <li>“Despite doing everything we can to help you recover, like giving you oxygen, your lungs are getting worse. I’m worried you may not recover from this infection.”</li> <li>“Despite giving your father oxygen, his lungs are getting worse. This makes me concerned that he may die from this infection.”               <ul style="list-style-type: none"> <li>Then pause and let patient/POA respond</li> </ul> </li> <li>“I can’t imagine what it must be like to hear this news”</li> <li>“I wish things were different. Tell me more about your mother so we can make sure we are doing the best we can for her.”</li> <li>“I wish you were able to have visitors. It is too dangerous for them to be here with you now.”</li> </ul>
<b>Explore your patient’s values:</b> <ul style="list-style-type: none"> <li>Ask about:               <ul style="list-style-type: none"> <li>Goals and values</li> <li>Hopes, fears and worries</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>“Can we take a step back, and think about what’s most important to you?”</li> <li>“If I thought time was very short for you, what would be important for me to know about you so that I can take good care of you?”</li> <li>“What concerns or worries do you have about what lies ahead for you?”</li> </ul>
<b>Recommend &amp; Document a Plan:</b> <ul style="list-style-type: none"> <li>Align yourself with the patient’s values</li> <li>Recommend medical treatments that match the patient’s values</li> <li>Talk about what you <b>will do first</b> before discussing what treatments will be stopped or not offered</li> <li>Acknowledge and support if you can’t achieve the patient’s goals</li> <li>Document the conversation, including code status, in the patient’s chart</li> </ul>	<ul style="list-style-type: none"> <li>“What I’ve heard you say is [x, y, z] are most important to you...”</li> <li>“Can I make a recommendation based on what you’ve shared?”</li> <li>“We should continue to give your mother the best possible chance to recover by providing her oxygen through a mask. We should also ensure she has medicines available to reduce breathlessness. If she gets sicker, I think we should focus on keeping her comfortable, and not provide treatments that are unlikely to help her, such as a breathing tube.”</li> <li>“I wish I had a treatment that would return your mother to good health. I wonder if we can talk about what we can do to help her feel more comfortable.”</li> </ul>