REMAP – Frame work for Goals of Care Discussions

Communication Tool	Description	Example
<u>R</u>eframe	Clinical scenario context. Assess understanding of clinical status and prognosis. Ask permission to talk about next steps.	"Would you tell me what is your understanding of what is going on?" "Based on this news, it seems we are in a different place now. Would it be okay to talk more about next steps?"
<u>E</u>xpect Emotion	Name and acknowledge the emotion and explore further. Silence is okay	"I can see that you are very concerned, as I would be too. Could you tell me a little more about the specific things that concern you."
<u>M</u>ap out the future	[goals, sources of strength, fears, deadlines, tradeoffs, family] - Treatment plans, identify patient's goals first.	"Given what you know about your illness, what is most important to you, and what are the things you want to avoid?" "How much are you willing to go through for the possibility of more time?"
<u>A</u>lign with values	Demonstrate the patient has been heard about what is most important	"I understand what is most important to you is…"
<u>P</u>lan treatments that match values	Specify treatments that will help accomplish goals. Permission to give recommendation	"Now that I have a better understanding of what is most important to you, I would like to go over your options for treatment. From what you have told me, would it be helpful for me to offer a recommendation?"

NURSES – Frame work for Responding to Emotion

Communication Tool	Example
Naming	"It sounds like you are [name the emotion]" "This is [name the emotion]" "I can see that this is not what you were hoping for."
Understanding	"I understand your concern" "You expressing that helps me understand what you are thinking."
Respecting	"I can see how hard you've worked to learn about your illness." "You've done a great job taking care of [loved one]"
Supporting	"I will do my best to make sure that you have what you need." "I'm sorry that this is happening"
Exploring	"Tell me more" "What have other providers told you about your prognosis or future?"
Silence Implementing	Actively listen with body language (e.g., lean in, nod, sit, keep body open). Avoid interruption