

Addressing Goals of Care: "REMAP"

We designed this talking map to give you a just-in-time route through a complex conversation. Think of it as a series of signposts—you might find that not all apply to a particular patient.

Step	What you say or do
1. Reframe why the status quo isn't working.	<p>You may need to discuss serious news (eg a scan result) first.</p> <p>"Given this news, it seems like a good time to talk about what to do now."</p> <p>"We're in a different place."</p>
2. Expect emotion & empathize.	<p>"It's hard to deal with all this."</p> <p>"I can see you are really concerned about [x]."</p> <p>"Tell me more about that—what are you worried about?"</p> <p>"Is it ok for us to talk about what this means?"</p>
3. Map the future.	<p>"Given this situation, what's most important for you?"</p> <p>"When you think about the future, are there things you want to do?"</p> <p>"As you think towards the future, what concerns you?"</p>
4. Align with the patient's values.	<p>As I listen to you, it sounds the most important things are [x,y,z].</p>
5. Plan medical treatments that match patient values.	<p>Here's what I can do now that will help you do those important things. What do you think about it?</p>
EXTRA: Expect questions about more anticancer treatment.	<p>Here are the pros and cons of what you are asking about.</p> <p>Overall, my experience tells me that more chemo would do more harm than good at this point.</p> <p>It's hard to say that though.</p>
EXTRA: Talk about services that would help before introducing hospice	<p>We've talked about wanting to conserve your energy for important things. One thing that can help us is having a nurse come to your house to can help us adjust your medicines so you don't have to come in to clinic so often.</p> <p>The best way I have to do that is to call hospice, because they can provide this service for us, and more.</p>