

4.2 Serious Illness Conversation Guide Drill

	CLINICIAN	PATIENT
S E T U P	Kia ora Mr/s Wilson. Thanks for meeting with me today. It feels different not to be meeting with you in person but it's great to see you.	Nods to acknowledge.
	We want to make sure you have the best care possible. To do this it would be good to talk about what is happening with your health, what might be ahead and what things are important to you? Is that OK?	Is this because you're worried I might get COVID?
	COVID is on everyone's mind right now and it can feel scary. COVID is not reason I wanted to talk to you today. This is a conversation I have been having with all of my patients, even before COVID, because it helps me to understand what is most important to you. Now more than ever it feels like it would be a useful discussion for us to have.	I guess that would be okay. I know I'm high risk with my chest the way it is.
	This is an important conversation. Would you like someone to be here with you? We can organise for them to join this video call.	It's just me in my bubble. The kids phone each day and my neighbor drops off my shopping. I'm happy to talk on my own
	It's great you have family and neighbours checking in.	It is.
A S S E S S	To make sure we are on the same page, can you tell me your understanding of what's happening with your health at the moment?	I'm not feeling too bad at the moment but I know my lungs aren't great. I run out of puff pretty quickly these days.
	In terms of your health, how much information about what might happen in the future would you like from me?	I want to know everything you know.
	This is my understanding of where things are at...You're right. Your lungs aren't great and we know you had several trips to hospital last winter.	Okay
S H A R E	It can be difficult to predict what will happen with your health. I hope that you will continue to live well for a long time, but it is possible you could become unwell quickly. It is important we prepare for that possibility.	You mean if I get COVID?
	COVID is something we need to be considering. But I'm also concerned your COPD could mean you become unwell quickly, even without COVID.	Really? You think I could get that sick, that quickly?
	I can see this is a bit of a shock for you. It must be hard to hear.	It is a bit of a shock. I thought I'd just keep ticking along like this for years. But you're saying things could change and it might happen fast?
	That is what I am concerned about.	

Please turn over...

	CLINICIAN	PATIENT
E X P L O R E	What are your priorities if your health does get worse?	I want to spend as much time with my family as possible. My daughter is getting married next year. I'd like to be there for that.
	What worries you when you think about your health changing?	I don't want my family to have to see me suffer. And, I don't want to spend my last days in hospital away from them. I worry about suffocating. What can you do to make sure I don't suffocate?
	Managing your symptoms is really important for us to talk about. We'll set that aside for now and come back to it later.	Okay
	What helps you through the tough times?	My family is everything to me. My son, my daughter and my grandkids.
	What abilities are so important for you, that you can't imagine living without them?	I want to be here for my family and feel well enough to be able to be with them. I want to be able to go out to dinner with my family – when all this isolation business is over with, to sit outside and enjoy the sunshine.
	If your health does get worse, how much are you willing to go through for the possibility of more time?	Well, I'd be willing to have more tests and treatments if they help me feel better, but I'm worried about dying in the hospital hooked up to a machine. Quality of life is more important to me than quantity.
	How much do your family/whānau know about what is most important to you?	I think my son knows, but I haven't really talked about it with my daughter. We probably should do that.
	I have heard you say that being able to interact with your family, being at home if possible, and focusing on quality rather than quantity of life are really important to you. You've also identified the importance of talking about these issues with your whānau. Keeping that in mind, I suggest that we set up video meeting to talk together with your whānau to think through the next steps. It might also give us a chance to start thinking about your goals of care if you do become unwell. To make sure we focus on enhancing your wellbeing and quality of life. This will help us make sure your care focuses on what is important to you..	Okay
	How does this plan seem to you?	I know it is going to be tough, but meeting together is a good idea.
	I will do all I can to help you get the best care possible. Aside from talking about managing your symptoms, is there anything you would like to go over again/ask/talk about?	This is a lot to take in. I think that is enough for today.