**Disclosure Information**

**Talking About What Matters Most:**

**Advanced Communication Skills**
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Continuing Medical Education committee members and those involved in the planning of this CME Event have no financial relationships to disclose.

Stephanie Harman, MD  
Joshua Fronk, DO

I have no financial relationships to disclose.

I will not discuss off label use/or investigational use in my presentation.

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**Disclosures**

- None
Objectives

- Review a framework for discussing goals of care in the context of dialysis.
- Practice advanced communication skills with a simulated case.

"The single biggest problem in communication is the illusion that it has taken place."

--George Bernard Shaw

Communication

- What are some common barriers you perceive to effective communication regarding goals of care?
Goals of Care: an overview

- Elicit the patient’s understanding
- Expect emotion and respond
- Address uncertainty: dealing with prognosis
- Elicit big picture values and goals
- Make a recommendation: support the patient

Communication Tools

- Ask-Tell-Ask
- Recognizing and responding to emotion: NURSE

Step One: Understanding

- Ask: what does the patient understand?
- Tell: Give information in small chunks/fill in gaps
- Ask: How well did the patient understand the information?
Recognize and respond to emotion

- Name the emotion
- Understand the emotion
- Respect the patient (praise)
- Support the patient
- Explore the emotion

Dealing with prognosis

- Address uncertainty
- Elicit information preferences (how much does the patient/family want to know?)

Elicit big picture values and goals

- Open-ended questions
  - Functional status
  - Quality of life
  - Outlook on the future
Make a recommendation

- Support the patient
- Address potential fears/concerns
  - If dialysis were to stop, what sorts of concerns do you have?


Communication

1 THING
2 THING