

SP PACKET

SERIOUS ILLNESS

JANUARY 15, 2024

Date

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Palliative Care: Serious Illness Training

Optimizing Serious Illness Conversations, Conducting a Comprehensive Assessment and Care Coordination

TRAINING AGENDA INCLUDING SIMULATIONS

7:45	8:00	Log in & Welcome
8:00	10:15	Serious Illness Conversation Guide (providers and care team) <i>Mode of Learning:</i> Didactic presentation and practical application participation <i>Presenter:</i> Mary Beth Billie, DNP, RN-BC, CCM <i>Objective:</i> Review the key components of the Serious Illness conversation
10:15	10:30	Break
10:30	11:15	PDCM Billing and Care Coordination <i>Mode of Learning:</i> Didactic presentation and practical application participation <i>Presenters:</i> Sue Vos, BSN, RN, CCM & Robin Schreur, RN, CCM <i>Objective:</i> Review key considerations and available codes for billing of services related to serious illness.
11:15	11:45	Lunch
11:45	12:45	Biomedical/Physical Assessment <i>Mode of Learning:</i> Didactic presentation and practical application participation <i>Presenter:</i> Carol Robinson DNP, RN, CHPN <i>Objective:</i> Review of the comprehensive assessment to include areas sensitive to Serious Illness, end-stage conditions
12:45	1:45	Psychosocial/Behavioral Assessment <i>Mode of Learning:</i> Didactic presentation and practical application participation <i>Presenter:</i> Ellen Fink-Samnick, DBH, MSW, LCSW, ACSW, CCM, CCTP, CRP <i>Objective:</i> Identify key components of a psychosocial assessment for patients living with serious illness (SI) (e.g., social determinants of health, cultural aspects of diversity and inclusion)

1:45	1:50	Break
1:50	5:35	SERIOUS ILLNESS SIMULATIONS: (Includes simulation & feedback) Objective: Practice conducting the serious illness conversation with a trained standard patient to build skill and confidence. Review feedback of the simulation with the instructor/evaluator to identify strengths and opportunities. Group 1 – 1:50 - 2:35 pm Group 2 – 2:35 - 3:20 pm Group 3 – 3:20 - 4:05 pm Group 4 – 4:05 - 4:50 pm EACH ROUND IS 45 MINUTES Training Evaluation (following each simulation)

Additional information

STANDARD PATIENT CASE: SERIOUS ILLNESS CONVERSATION

OVERVIEW

Logistics: You (the patient) were discharged from the hospital and are scheduled to have a call today.

Emotional state: You (the patient) experienced more hospital admissions and are *scared* you are getting worse. You know things are not likely to get better and are *worried* about this.

PATIENT HEALTH HISTORY

- 68-year-old retired salesperson
- Patient has
 - Severe Chronic Obstructive Pulmonary Disease (COPD)
 - On steroids and home oxygen
 - Chronic kidney disease
 - Diabetes
 - Chronic hip pain
- This year the patient has had three hospitalizations (COPD exacerbations) and two ED visits (falls)
- Worsening shortness of breath, muscle weakness, fatigue, declining functional status at home, despite short stays in rehab after each hospitalization
- Spouse very involved and 28-year-old daughter lives nearby

PATIENT BACKGROUND

You were discharged from the hospital one month ago. Upon discharge, you were told your physician wants you to use your oxygen all the time (24/7) at home (previously you only used it during the day as needed). Your physician didn't explicitly say anything to you about your prognosis, and you were afraid to ask.

You know your condition is likely getting worse and are feeling alone and scared. You don't want to worry your spouse or your children, so you try and put on a brave face, but it is getting more difficult. You have been working with the case manager from your doctor's office

At the end of your call last week with the care manager / attendee, the care manager / attendee sent you some information to share with your spouse and help you prepare for today's discussion. This call is not about that information sent to you– we do not expect the care manager / attendee to reference the information. It is about having the conversation to understand your values and wishes.

CARE MANAGER / ATTENDEE ROLE

The goal of the discussion today for the care manager / attendee is to use a Serious Illness Conversation Guide (standard communication tool), to explore your (the patient's) values, goals, and priorities for care in the setting of illness progression. The tool the care manager / attendee should be using is the Serious Illness Conversation Guide.

This guide is not shared with the patient. The guide serves as a reminder to the care manager/attendee of what to discuss with the patient. As the care manager/attendee prepares to speak with the patient, they are instructed to consider the following:

The patient has Chronic Obstructive Pulmonary Disease (COPD), a disease of the lungs that is not curable, and other chronic diseases (co-morbidities) to include: diabetes, kidney disease, chronic hip pain.

Given the hospitalizations and declining functional status (ability to independently care for him/herself), the case manager/attendee is outreaching today to address the concern of the patient's challenges of managing at home and prepare for the future, as the condition places the patient at risk for something serious happening quickly. This is why the care manager / attendee is calling today, to begin a conversation to address what the patient understands and what they would like to happen if the condition worsens. They will use the "Serious Illness Conversation Guide."

Reminder: At the last visit, the care manager / attendee introduced him / herself and mentioned this meeting to continue the serious illness conversation topic. The care manager / attendee provided you with some reading materials to review with your family.

THE CALL

The case manager/attendee reaches out to talk to you for the scheduled call.

We have provided beginning suggested patient responses in each category. The goal is for the care manager / attendee to use key communication skills taught in the morning session, including reflection, exploring, affirmation and "I wish" statements to thoroughly elicit your responses in each category.

Ideally, the care manager/attendee will adhere to the structured communication guide and use key communication skills to elicit more information during the call. If the care manager / attendee veers too far off track, you may redirect the care manager/attendee using tips from the "troubleshooting suggestions" included in this packet.

For purposes of this simulation, we are limiting the time allotment for the simulated conversation to no longer than 35 minutes. The instructor/evaluator will serve as a timekeeper and will provide a 5-minute warning if needed.

CLINICIAN SAMPLE SCRIPT	SUGGESTED PATIENT RESPONSES
Introductions	
<i>(Introduction)</i> <i>Introduce yourself and remind patient this a follow up call from last week.</i> <i>Introduce the conversation, i.e. “on our last call I mentioned we would like to spend some time today discussing your goals and preferences so that we can better align your care with your desires.”</i> <i>(Agreement to Talk)</i> <i>Ask the patient for their approval to continue to discuss goals of care.</i> <i>(Follow-up on last conversation)</i> <i>Did you have an opportunity to think about what we discussed at the last meeting?</i> <i>Reassures patient that talking about their goals can help align their care with the things that are important to them.</i> <i>Encounters some patient resistance to discussing- queries the patient about resistance</i>	<i>Yes, I looked at the materials. Honestly, those are some hard things to think about. It was sobering to realize that I am seriously ill. It’s hard to think about things worsening. I’m not sure what more there is to say about this.</i> <i>Allow the case manager to respond to the above comment.</i> <i>You eventually agree to the conversation.</i>
Patient Understanding and Needs	
<i>(Patient Understanding)</i> <i>Assess patient’s understanding of health</i>	<i>It seems like my condition is getting worse. The doctor hasn’t said that to me specifically, but I have been in the hospital more lately and I know that’s not good. Plus, the doctor told me I need to use my oxygen all of the time at home....before it was only some of the time. That can’t be good.</i> <i>I guess if it was really bad my doctor would probably tell me, don’t you think? But then again, he never seems to have time to talk about those kinds of things. It’s always about what medications am on, how am I physically feeling, we never talk about that other stuff.</i> <i>I guess it would be good to talk more to my doctor about that kind of stuff. I realized as I was reading the materials and giving this</i>

CLINICIAN SAMPLE SCRIPT
SUGGESTED PATIENT RESPONSES

more thought, I probably need to have more information about where my health is right now so I can plan.

The case manager ideally, responds appropriately to your comments.

(i.e. I'm glad we are able to have the conversation today and I can work with your physician to make sure you and your family have the information you want to have about your health.

(Informational Needs)

How much information about what is likely to be ahead with your illness would you like from the healthcare team?

*I need to know what is going on so there are no surprises. If something happens to me, my wife will be by herself, and I need to prepare her for that if that is what happens. We haven't really talked about it much. **I am not sure my family understands how serious my health situation is, and that is probably not good.***

Patient Perspectives

(Goals)

If you were to get sicker, what would be most important to you?

Case manager responds (i.e. let's work on a plan that will help you spend more time with your grandchildren)

Well, I have been getting sicker and I can tell you my priorities are spending more time with my family, especially my grandkids and my daughter. I have been feeling so sick I haven't been able to see my grandkids. As much as I want to see them, I hate for the kids to see me like this." A good day for me is being able to spend time with the grandkids.

(Worries)

As you think about the future with your health, what are you most worried about?

Case manager responds (ideally uses reflective listening and other key communication skills to respond to the patient.

*I worry about suffocating. That happened before I went into the hospital, and it was terrifying. **A bad day is when I have so much trouble breathing that I can barely get out of bed. It seems like having the oxygen all the time is helping, but I hate being so dependent on the oxygen.***

(Priorities)

What are the things that are so critical to you, that your life would not be worth living without them?

If I couldn't interact with my spouse and my daughter and grandkids, I wouldn't want to live like that. That is the most important thing. I'm not running marathons or anything, so I know being more active is probably not going to happen.

CLINICIAN SAMPLE SCRIPT	SUGGESTED PATIENT RESPONSES
<i>(Strengths)</i> <i>What are the things that give you strength?</i> <i>(Trade-offs)</i> <i>If you become sicker, how much are you willing to go through for the possibility of gaining more time?</i>	<i>It's my family and my religion. Those are the most important in my life. I trust God has some type of plan for me, but it is not always easy to see what the plan is. Even so, I have very strong faith and that sustains me during these difficult times. If it is my time to go, that is the way it is.</i> <i>If going to the hospital means I can feel better when I get short of breath and have more time with my family, I want that. If there comes a time when I am going to be a vegetable, I wouldn't want to put my spouse through that.</i>
Patient Plan	
<i>(Plan)</i> <i>How much do your loved ones know about your health status and your preferences if your health declines?</i> <i>(Communications)</i> <i>How much have you shared with your doctor about your goals and preferences?</i>	<i>My wife/husband and daughter see that I have been going to the hospital more and need to wear my oxygen all the time. We haven't really talked about it that much. My wife and I have been focused on just taking it day by day. I am not sure I would know what to say to her and my daughter.</i> <i>Like I said before I really haven't talked to my doctor about what I want done. He is always so busy when I see him. I am not sure how to arrange that. Maybe you could help me talk to my wife/husband and my doctor.</i>
Summary and Next Steps	
<i>(Summary)</i> <i>I heard you say it is important to have a meeting with your doctor and family to talk about your goals and plan of care. Keeping that in mind, and what you know about your illness, I recommend that we schedule a meeting to include you and whoever you would like from your family and the doctor and our social worker. That will help us to make sure that your plan of care reflects the things that are most important to you.</i> <i>(Agreement))</i> <i>How does this plan seem to you?</i> <i>(Appreciation)</i> <i>Thank you for speaking with me today. This can be a difficult topic to discuss. I appreciate you sharing your thoughts with me today. Now let me get started on getting that meeting scheduled.</i>	<i>This was good to talk about. I don't want to leave my wife/husband not knowing what's important to me.</i> <i>That sounds like a good plan. Thank you for bringing this up today. I feel a little better knowing we will have a plan that is based on what's important to me.</i> <i>Thank you.</i>

WORKFLOW

PURPOSE OF THIS SIMULATION ACTIVITY

The overall purpose of this exercise is to encourage the attendees to use and follow the **Serious Illness Conversation Guide** and the four areas outlined in the guideline (see the S/P Case Study for details).

PARTICIPANTS IN THE BREAKOUT SESSION

1. Attendee
2. Standard Patient (SP)
3. Instructor/evaluator

ATTENDEE

To begin the conversation, the attendee provides an introduction of self and the purpose of the call today.

STANDARD PATIENT

1. Answer the call with your **ASSIGNED PATIENT NAME**.
2. Respond to care manager / attendee based on their questions and information using the scenario outlined in the **CASE STUDY**.
3. As needed, redirect the attendee to using the **SERIOUS ILLNESS CONVERSATION GUIDE** and to discuss your values and wishes.
Example – if they start discussing medications, use of oxygen, getting sleep, etc. Use statements such as – *“I thought the discussion today was more about what I want done should my condition worsen. It now feels like we’re talking about how I am currently managing my health. Should we get back to the conversation on what I want should my health start worsening?”*
4. After the call
 - Share 1-2 insights on how you felt the conversation went from the patient perspective in relation to using the **SERIOUS ILLNESS CONVERSATION GUIDE**.
 - *Include strengths and opportunities.*
 - Leave the breakout room and return to the main room. (Click on Leave Breakout to go to the main room).
 - Prepare for the next call and repeat starting at 1.

INSTRUCTOR/EVALUATOR WILL CONTINUE FROM HERE (THIS IS INFORMATION ONLY FOR THE SP)

Have the attendee complete their **SELF-ASSESSMENT** using the SurveyMonkey link. This will take approximately 5-8 minutes and should have the link in their instructions. If they do not have the link or instructions, have them spend time and reflect on the call. Have them think about:

- Did they use the guide and follow it?
- Identify the communication skills they used to engage you.
 - Did they refrain from wanting to talk about medical management?

TROUBLESHOOTING “USING THE SERIOUS ILLNESS GUIDE”

1. Answer the call as a patient.
2. The care manager / attendee will start with the “introduction”.

IF THE CARE MANAGER / ATTENDEE DOES NOT INTRODUCE HIM/HERSELF USE A STATEMENT TO REMIND THE CARE MANAGER / ATTENDEE OF THIS. SOMETHING LIKE...

“Oh – are you the person who I met briefly at my last appointment, and gave me some information?” I recall someone doing that and saying they would be calling to follow up on this. Is that why you are calling today?”

3. The second step to anticipate from the care manager / attendee is completing the assessment of your understanding of the severity of your condition. The care manager / attendee should use open-ended questions (a question that cannot be answered with a yes or no). Examples of the questions to anticipate from the care manager / attendee:

“How much information about what is likely to be ahead with your illness would you like from your healthcare team?”

“What is your understanding now of where you are with your illness?”

IF THE CARE MANAGER / ATTENDEE DOES NOT DO THIS, USE A STATEMENT TO GUIDE THEM TO THIS. SOMETHING LIKE...

“Well, I appreciate this conversation. It seems like before we go any further, it would be good for me and you to know where I am with my health status. Should we start with this before anymore conversation?”

4. After assessing your understanding of your health condition, the care manager / attendee should next offer to share his/her insight. You should hear comments as those below:

“I want to share with you my understanding of where things are with your illness...”

Uncertain: “It can be difficult to predict what will happen with your illness. I hope you will continue to live well for a long time but I’m worried that you could get sick quickly, and I think it is important to prepare for that possibility.”

Time: “I wish we were not in this situation, but I am worried that time may be as short as ____ (express as a range, e.g. days to weeks, weeks to months, months to a year).”

Function: “I hope that this is not the case, but I’m worried that this may be as strong as you will feel, and things are likely to get more difficult.”

IF THE CARE MANAGER / ATTENDEE DOES NOT DO THIS, YOU COULD REDIRECT THEM. SOMETHING ALONG THE LINES OF...

“I’ve shared with you what my understanding is, why don’t you tell me what you know or understand.”

5. Now the care manager / attendee should begin exploring your values and what will be important to you as you become sicker and/or unable to maintain a desired lifestyle. The care manager / attendee should use statements/questions as below:

“What gives you strength as you think about the future with your illness?”

“What abilities are so critical to your life that you can’t imagine living without them?”

“If you become sicker, how much are you willing to go through for the possibility of gaining more time?”

IF THIS DOES NOT OCCUR, REDIRECT THE CARE MANAGER / ATTENDEE TO THIS. YOU CAN USE STATEMENTS SUCH AS...

“This is an interesting conversation. It seems like it would be good for you to know what is important to me. Are you interested in hearing what gives me strength, and what I’m willing to put up with to maintain life? Want to talk about that before we end the call?”

6. Planning should now take place. This is to ensure your physician and support system understand your wishes. You should hear the care manager / attendee using questions like these:

“How much do your loved ones know about your priorities and wishes?”

“How much does your doctor know about your priorities and wishes?”

IF THIS DOES NOT OCCUR, REDIRECT THE CARE MANAGER / ATTENDEE TO THIS. YOU CAN USE STATEMENTS OR QUESTIONS TO DO THIS. EXAMPLES:

“You and I know where I stand. Is it important to have my support know this too? I’m thinking it would be good for my loved ones and doctor to know this. Want to talk about what they do or don’t seem to know?”

7. The final step is to summarize the call and repeat the next steps. You should hear the care manager / attendee include some of these statements:

“I’ve heard you say _____. I will pass that information to the rest of the health care team.”

“Keeping that in mind, and what you know about your illness, I recommend that we _____. That will help us make sure that your treatment plans reflect what’s important to you?”

“How does this plan seem to you? We will do everything we can to help you through this.”

IF THIS DOESN’T OCCUR, YOU CAN REDIRECT THE CARE MANAGER / ATTENDEE TO THIS ACTION. EXAMPLES TO DO THIS...

“Before we end the call, do you think it would be good to summarize what we discussed?”

“I want to make sure you heard what I said, would you mind summarizing our conversation, to include the next steps?”

8. The call should end thanking you for taking the call and discussing the information.