

Primary Palliative Care Facilitator's Guide
Module Three: Serious Illness Communication (Part 1)
55 minutes

Module at a Glance

This module is the first of two modules focused on serious illness communication. This module highlights some of the key data in terms of benefits of having goals of care/end of life conversations with patients and families and what patients and families desire from these conversations. It also reviews four critical communication skills and then asks participants to reflect on the use of these skills through a video review. Facilitator notes are included in the powerpoint.

Learning Objectives

1. Identify challenges and best practices when communicating with seriously ill patients and families.
2. Describe and practice four skills to enhance your communication with seriously ill patients and families.

Session Materials

- Module 4 Powerpoint
- Slide Projector
- Whiteboard, chalkboard or flipchart
- IMPACT-ICU Video File (see APPENDIX I) or here: <https://vimeo.com/215575205>
- Computer speakers for IMPACT-ICU video audio

Facilitator Preparation and Tips

- Ensure you have WIFI access and speakers for the session, you'll need both to show the video
- Pace 55-minute session carefully, adapt exercises as needed.
- Initially assess learners for level of experience and understanding of material.
- Review IMPACT-ICU video which can be found as a file with the Module 4 materials or here: <https://vimeo.com/215575205>

Optional Resource(s) for Facilitator Preparation

- 25-minute YouTube Video on Serious Illness Communication: <https://www.youtube.com/watch?v=oTgloi4lxBA>
- Jain N, Bernacki RE. Goals of Care Conversations in Serious Illness: A Practical Guide. *Med Clin North Am.* 2020 May;104(3):375-389.