

# Communication Skills for Conversations About Serious Illness

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This Learning Pathway contains training and tools to help health professionals navigate difficult conversations with patients living with a serious illness.

## Discussing Serious News

Learn best practices for having patient-centered conversations about a serious illness diagnosis.

## Discussing Prognosis With Patients and Caregivers

Learn how to effectively discuss prognosis with patients and their caregivers.

## Clarifying Patient Goals of Care

Learn best practices for building trust, eliciting patient values, and having patient-centered conversations about goals of care.

## Goals of Care Conversation: Role Play

In this video, Kacey Boyle, RN, MSPC, leads us through an example of a goals of care conversation between a clinician and a patient.

## Conversation Script: Goals of Care

This conversation script provides skills and techniques for conducting goals of care conversations with patients, regardless of the existing clinician-patient relationship.

## Leading a Patient and Caregiver Meeting

Learn to effectively lead meetings that help patients and caregivers become aligned around the patient's goals.

## Care Planning

Learn techniques to help patients and their caregivers plan for the future, both during the early stages of a serious illness and as a disease progresses.

### **Talking to Patients About Hospice: Role Play**

In this video, Jonathan Fisher, MD, leads us through a mock conversation between a patient whose illness has progressed, and a clinician who explains the benefits of hospice care.

### **Conversation Script: Talking to Patients About Hospice**

This communication script provides techniques for clinicians to foster meaningful conversations about hospice.

### **Billing and Coding for Advance Care Planning (ACP) Services**

Requirements, best practices, documentation requirements, and time thresholds for Advance Care Planning (ACP) services. Center to Advance Palliative Care, January 2024.

### **Prolonged Services Billing (2024 Update)**

Deep dive on prolonged services billing in all care settings. January 2024

### **Empathetic Responses Guide**

This resource provides practical samples of empathic responses to use in conversations with patients and families, as well as template responses to challenging questions. Developed by VitalTalk.

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