

Guide for Serious Illness Conversations with patients in LTC at risk of COVID-19

CONVERSATION FLOW	SUGGESTED LANGUAGE
1. SET UP THE CONVERSATION	"I'd like to check-in to see how you're doing during this stressful time of COVID-19. Is that ok?"
2. ASSESS UNDERSTANDING AND PREFERENCES	" What is your understanding of how COVID-19 is affecting people like you? [eg people who are older and/or frail, people with significant comorbidities etc.] " What information about how COVID-19 might affect you would you like from me? "
3. SHARE INFORMATION & PROGNOSIS: * Frame as a " wish...worry " or " hope...worry " statement * Allow silence & explore emotion	EG: "COVID - 19 is a viral illness that spreads like the flu. We know it is particularly serious in patients like you. I wish this weren't the case, but I worry that if you contract COVID-19 you could get sick very quickly, and may even be at risk of dying within a short period of time."
4. EXPLORE KEY TOPICS: a. Goals b. Fears c. Sources of strength d. Family e. Notify	"What does meaningful quality of life look like for you?" "If you were to get sick with COVID-19, what would be most important to you? " "What would you be most afraid of if you became seriously ill?" "What are sources of strength for you in the face of illness?" " How much does your family know about what's important to you?" " Is there anyone you would like me to contact? "
5. CLOSE THE CONVERSATION	" I've heard you say that _____ is important you right now. Keeping in mind what we know about your health and this illness, I recommend that _____." " How does this plan seem to you? " " We will do everything we can to help you through this." EG: "I've heard you say that being comfortable and free of suffering is important to you. Keeping in mind what we know about your health and this illness, if you become sick with COVID-19, we will care for you here rather than send you to the hospital. Sending you to the hospital will prolong your suffering without extending your life meaningfully. We have many medications available at this facility to aggressively manage your symptoms and ensure you remain comfortable no matter what happens. How does that sound?"
6. DOCUMENT & COMMUNICATE WITH KEY CLINICIANS	1. DOCUMENT in your EMR. 2. Ensure a provincial No CPR form and updated MOST is completed . https://www2.gov.bc.ca/assets/gov/health/forms/302fil.pdf 3. Ensure BC Palliative Care Benefits form is completed. https://www2.gov.bc.ca/assets/gov/health/forms/349fil.pdf 4. Personally inform provider(s) who should know. (i.e. Nursing, DOC, etc.) 5. Update family members if not already done.