

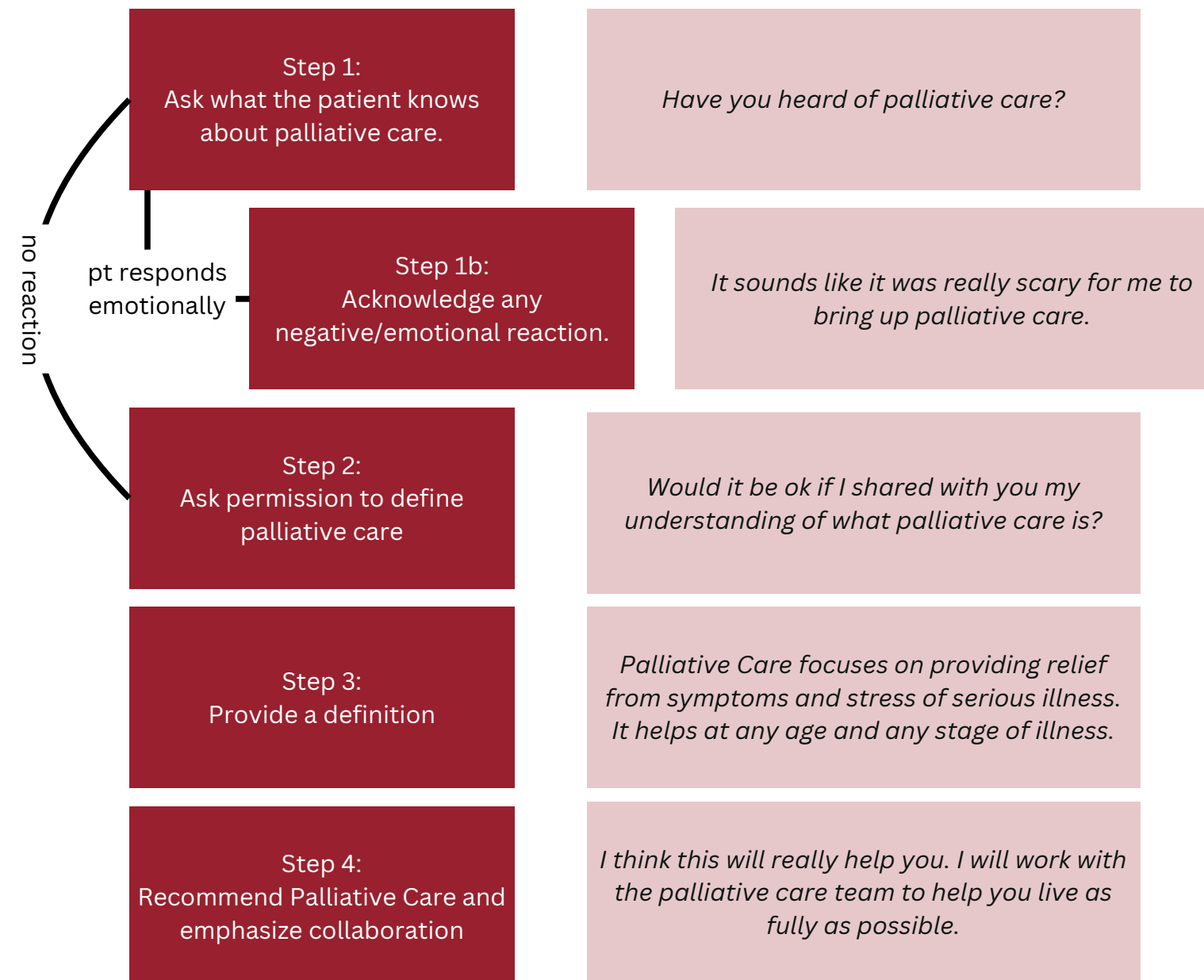
MaineHealth

Palliative Care

Palliative Care is specialized medical care that ***treats the symptoms and stress*** of a serious illness.

The goal is to improve quality of life

How to talk to a patient about a referral to palliative care:



Read through together (one person is clinician, one person is patient). Follow along with how this connects to the guide.

Demonstration part 1.

Clinician	<p>I'm glad we took the time to go over your vascular issues and figure out a good plan for our next steps.</p> <p>I also wanted to bring up something else I think would be helpful in caring for your medical issues.</p> <p>I'd like to also have you seen by palliative care.</p> <p>Have you heard of palliative care?</p>

Demonstrate Part 1a – *Responding to emotion*

Clinician	Have you heard of palliative care?
Patient	Um – yeah – I've heard of it! My mom saw a palliative care doctor the week before she died. I'm definitely not ready to have anything to do with palliative care! <i>(act angry!)</i>
Clinician	<p>I'm so sorry about your mom.</p> <p>(pause)</p> <p>That must have been really hard</p>
Patient	<i>De-escalate emotion.</i> It was.
Clinician	I can imagine that hearing about a service that was associated with your moms death must be really scary. . <i>NURSE understanding statement.</i>
Patient	Yeah. It is really scary.

Demonstrate Part 2 – *Ask permission to Define Palliative Care*

Clinician	<p>I really appreciate you sharing with me the experience you had with your mom.</p> <p>I'm wondering if it would be ok if I shared with you my understanding of palliative care and why I thought about it for you.</p>
Patient	Ok, sure.

Demonstrate Part 3: *Describe benefits of palliative care*

Clinician	I've seen how difficult it has been to live with vascular disease for you. Palliative care will work with you to provide relief from the symptoms and stress of your medical problems. Their goal is to improve quality of life.
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	And, palliative care helps at any stage of illness. They've helped patients of mine before.
	How does that sound to you?
Patient	Well – I could certainly use help in improving my quality of life.

Demonstrate Part 4: Recommend palliative care

Clinician	Yeah, I really think you will benefit from palliative care.
	I want to be clear that I will work with the palliative care team to help you live as fully as possible.
Patient	Ok, well, yeah if you think it will help me, I will give it a try.

Practice Scenarios:

1. Patient 1

Clinician	Have you heard of palliative care?
Patient	Pal – what?
	No, I've never heard of that.

2. Patient 2

Clinician	Have you heard of palliative care?
Patient	Yeah – I think so –
	Isn't that for people who are dying? I mean isn't that the same as hospice? <i>ACT SCARED</i>

3. Patient 3

Clinician	Have you heard of palliative care?
Patient	Sits and stares quietly, difficult to engage

4. Patient 4

Clinician	Have you heard of palliative care?
Patient	Yes, and I'm not interested. We don't talk about that type of thing in my family.