

Plenary Session 4—Palliative Care and Aged Care

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COMMUNICATION SKILLS FOR ADVANCE CARE PLANNING AND END-OF-LIFE CONVERSATIONS

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Background Clinician's communication skills are central to advance care planning and discussions of goals of care.

Aim To discuss and practice three core communication skills needed to discuss goals of care with seriously ill patients.

Methods Discussion and role playing in small groups

Results/Discussion The session will focus on how to assess a patient's values and then make a recommendation based on those values. The key skills involved include: 1) attending to patient's emotions; 2) using the patient's emotions to explore a patient's hopes and concerns; 3) asking for permission to make a recommendation; and 4) making a recommendation by "showing one's work".

Conclusion Skills needed to have discussions with seriously ill patients about their goals can be taught.