

S.H.A.R.E.

FOR TIME-SENSITIVE CONVERSATIONS ABOUT RATIONING

Say they are sick; **S**how the guideline

"I'm worried about you. Your symptoms continue to worsen. Here's what hospitals in our region are doing for patients with your condition."

(Start at the part in the guideline directly relevant to person.)

Headline what it means for the patient's care

"So for you, what this means is that we will do everything we can to help you feel better and fight this illness. If that doesn't work and you get sicker, we'll keep caring for you here rather than transferring you to the ICU. We also wouldn't perform CPR if your heart stops since neither the ICU nor CPR is likely to get you better."

Note: talk about what you ***will*** do first, then what you won't do.

Affirm the care you will provide

"We will be doing [the care plan], and we hope you will recover."

Respond to emotion

"I can see that you are concerned."

Emphasize rules apply to everyone; **E**nd the visit

"We are using the same rules with all patients across the region. We're not singling you out."

"I appreciate your perspective. I wish we had better alternatives. I will be back to check on [him/her] as I'm committed to caring for [him/her] with the resources we do have and keeping [him/her] comfortable."

C.A.L.M.E.R.

FOR ADVANCE CARE PLANNING BEFORE THE SURGE

C heck-in	"How are you doing with all this?" (take their emotional temperature)
A sk about COVID-19	"What have you been thinking about COVID and your situation?" "What is your understanding now of where you are with your illness?"
L ay out issues	<p>"Here is something I want us to be prepared for...."</p> <p>Uncertain: "It can be difficult to predict what will happen. I hope you will continue to live well for a long time. I'm worried that you could get sick quickly, and I think it's important to prepare for that possibility."</p> <p>Time: "I wish we were not in this situation. I'm worried that time may be as short as <insert range of time, e.g., days to weeks>."</p> <p>Function: "I'm worried this may be as strong as you will feel, and things are likely to get more difficult."</p>
M otivate to choose a proxy and talk about what matters	<p>"What would you want us to know if [you got COVID/your COVID gets really bad]?"</p> <p>"If things took a turn for the worse, what you say now can help your family /loved ones."</p> <p>"Who is your back up person – who helps us make decisions if you can't speak? Who else?" (2 backup people is best)</p> <p>"Given that we are not in an ordinary time, what matters most to you?" ("About any part of your life?" "About your health care?")</p> <p>Make a recommendation – if they are able to hear it: "Based on what I've heard, I'd recommend (this). What do you think?"</p>
E xpect emotion	<p>"This can be hard to talk about."</p> <p>Watch for the emotion and acknowledge at any point.</p>
R ecord the discussion	<p>"I'll write what you said in the chart. It's really helpful, thank you."</p> <p>"We will do everything we can to help you through this."</p> <p>Document conversation as an Advance Care Planning (ACP) note found under the ACP tab in Epic.</p>

For additional training and resources: <http://portals.ccf.org/o/pe/Who-We-Are/Center-for-End-of-Life-Care>

Choose a health care proxy & advance directive: a guide to have the conversation with loved ones and access the legal docs so healthcare knows how to help you:

<http://portals.ccf.org/Portals/7/ACP/The%20Conversation%20Project%20Starter%20Kit%20Cobranded.pdf> (internal)

<https://theconversationproject.org/wp-content/uploads/2017/02/ConversationProject-ConvoStarterKit-English.pdf> (external)

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