

Tool Kit to support Serious Illness Goals of Care Conversations

As we work in the midst of the COVID-19 pandemic, it will become increasingly important to engage with patients in developing realistic goals of care based on the current state of affairs of our health system. There may be some concern about giving patients and families an opportunity to share what their hopes are when, in reality, we may not be able to honour this. Even if you are only able to spend a short period having this conversation, taking the time to do this helps patients feel heard, minimizes their feelings of isolation, and often contributes to a patient's understanding of the recommendations put forth by their medical team.

In some situations, one of the goals of your conversation may be to elicit a code status. We know from experience that this information is best elicited by first listening what is important to the patients regarding goals, fears, worries, and sources of strength and how these inform their hopes for medical care and their future. Health care professionals skilled in end of life goals of care planning should lead these conversations with patient and SDMs. Key points of your conversation and the agreed upon plan of care should be documented clearly into the patient health record and communicated to other members of the health care team.

These conversations can be difficult and there is a lot of unpredictability around COVID-19. To assist you in these conversation, we have created:

A flow map to identify when to have a Serious Illness Goals of Care conversations



Resources to preparing your patient for a serious illness goals of care conversation



Patient GOC Prep
letter General.pdf



Patient GOC Prep
Letter Detailed Final

Conversation guides for all patients and for COVID positive patients



GOC Guide COVID
patient Final (sa).pdf



GOC Guide
general Final (sa).pdf

Scripted questions to assist in conversation and scripted responds to difficult questions about COVID



Scripting for GOC
planning Final.pdf

Patient letters that can be provided after your conversation to Patients who do not meet Triage Surge Inclusion Criteria



Pandemic Letter
Withdrawal Final.pc



Pandemic Letter
Withholding Final.p

Videos created by Providence Health Care to assist in skill building around these conversations.

Click Link to be redirected to [Guide for Serious Illness Conversations with Hospitalized High Risk COVID-19 Patients](#) [Video](#)

Click Link to be redirected to [The Original Ariadne Labs Serious Illness Conversation Guide](#) [Video](#)

If you have any questions please feel free to contact the office of ethics by e-mail at officeofethics@hhsc.ca or by calling Kathryn Morrison (905-870-0118) or Sandra Andreychuk (905-870-0998)