

Next Steps

DOCUMENT THE WISHES IN WRITING

Refer to THN Advance Care Planning Toolkit if needed.

- Proactive: Advance Directive (NC Short Form, DNR, MyFiveWishes)
- Poor prognosis (<12mos): MOST Form

DOCUMENT THE WISHES IN EMR

Captures for the measures in your specific system.

BILL FOR THE CONVERSATION

- Can bill same-day as E&M services, TCM or CCM.
- Can furnish during Annual Wellness Visit and bill separately with -33 modifier (preventive services).

CPT/HCPCS	Description	Avg Nat'l Pmt
99497	ACP, first 30 min	\$85.99
99498	ACP, additional 30 min	\$74.88

SEE IT THROUGH

Keep true to the plan that you make together. And when the time comes, honor the choices they made for their lives. Also, preferences change, so ask for an update early and often.

INVOLVE THN AS A RESOURCE

THN Care Management can help you start, continue, or finish the conversation and help document it.

[Dial 1-844-873-9947.](tel:1-844-873-9947)

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Serious Illness Conversation Guide



**Triad
HealthCare
Network**

Physicians Partnering with  CONE HEALTH

Serious Illness Conversation Guide

Conversation Flow

1. Set up the conversation

- Introduce the idea and benefits
- Ask permission

2. Assess illness understanding and information preferences

3. Share prognosis

- Tailor information to patient preference
- Allow silence, explore emotion

4. Explore key topics

- Goals
- Fears and worries
- Source of strength
- Critical abilities
- Tradeoffs
- Family

5. Close the conversation

- Summarize what you've heard
- Make a recommendation
- Affirm your commitment to the patient

6. Document your conversation

Patient Tested Language

SET UP

"I'm hoping we can talk about where things are with your illness and where they might be going – **Is this okay?**"

ASSESS

"What is your **understanding** now of where you are with your illness?"

"How much **information** about what is likely to be ahead with your illness would you like from me?"

SHARE

Prognosis: "I'm worried time may be short." or "this may be as strong as you feel."

EXPLORE

"What are your most important **goals** if your health situation worsens?"

"What are your biggest **fears and worries** about the future with your health?"

"What gives you **strength** as you think about the future with your illness?"

"What **abilities** are so critical to your life that you cannot imagine living without them?"

"If you become sicker, **how much are you willing to go through** for the possibility of gaining more time?"

"How much does your **family** know about your priorities and wishes?"

"**It sounds like** ____ is very important to you."

CLOSE

"Given your goals and priorities and what we know about your illness at this stage, **I recommend...**"

"**We're in this together.**"