



10 Steps for End-of-Life Conversations

1. **Do your homework before the meeting.** Review the patient's medical issues, recent events, test results, and consultants' recommendations.
2. **Have a pre-meeting with other members of the care team.** Ensure that everyone has a shared understanding of the issues.
3. **Create the right setting.** Make sure everyone can sit, and that there are tissues if necessary. Don't have these conversations in a busy hallway!
4. **Assess understanding.** Determine what the patient and family understand about the current medical situation.
5. **Share information.** Give a brief, understandable medical summary, starting at the level of understanding you've identified.
6. **Use silence.** Pay attention to the emotions of the moment.
7. **Ask questions.** Explore values, goals, and treatment preferences.
8. **Recommend medical care.** The recommendations should contribute to the goals you've established that matter to the patient and family.
9. **Translate the goals into a care plan.** Use the "ask-the-ask" framework to ensure understanding of the plan.
10. **Summarize and follow up.**