

Goals of Care: Planning together

Consumers and healthcare teams can refer to this while having conversations about Goals of Care.

Remember, for a quality conversation, the length of time is not as important as the compassion, and the human connection.



Better Together

Communication flow

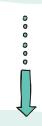


IntroductionWho, person, team



Plan

What's our plan? What matters to you?



Review Check-in cycle



TransitionWhere to next?

About you



Patient, Carer, Family

- I am (who am I?)
- Who is important to me?
- Who is in my team?
- I would like...
- I want information...
- I want time to think about my options/choices
- My decisions are informed
- My Goals of Care are holistic
- My Goals of Care are... (values, beliefs, wishes)
- · Nothing about me without me
- What matters to me
- How am I doing?
- What is happening today?
- Am I getting better?

- What happens now?
- Who will look after me?
- If I have questions, who can I ask?
- What happens with my care when I get home? (medicines, support services)

Together



Aboriginal Health Practitioner, Allied Health, Doctor, Nurse/Midwife, Support Staff

Clinician and

Clinical team

- Team and patient/carer introductions
- Ward orientation
- Advanced Care Directive, persons responsible / substitute decision maker
- Hello my name is...
- Name badge
- Photo board
- Understand your audience
- Identify communication style
- Understanding information benefits/risks
- Consider timing
- Making a plan together
- Setting Goals of Care together
- Checking we are on the same page, moving in the same direction and sharing
- Planning expected discharge date

- What matters to you?
- Providing information, articulating benefits/risks simply
- Setting Goals of Care in partnership
- The decision making process is shared (patient/carer and multi-D team)

- What have we achieved?
- Are we getting everything right?
- Are we progressing as expected?
- What do we expect is next?
- Patient and carer meeting
- Updating and understanding information – benefits/risks

- Daily check in
- SIBR/bedside
- Journey board / whiteboard update

- What is our plan?
 - Who is involved now?
 - Do they know our plan?
 - Our plan in your hand

- Referrals out
- Health transport
- Discharge and timing
- Pharmacy
- Take home information
- Follow up appointment
- At home support and timing