

COVID-19 INPATIENT

*****Before talking with patient/family, be prepared by picking the most appropriate recommendation scenario (below)*****

<p>ESTABLISH RELATIONSHIP</p> <p>Getting started</p>	<p>In person OR via telemedicine/phone link</p> <ul style="list-style-type: none"> As we walk through this COVID illness together, we want to take care of _____ in a way that makes sense to _____. Would it be okay if we talked about that now? <p style="text-align: center;">IF ANSWER IS "YES" PROCEED</p>
<p>ASK PATIENT STORY</p>	<p>In ALL scenarios (below), ALWAYS ask question #1</p> <ol style="list-style-type: none"> Can you tell me in your own words what you know about _____ medical condition at this point? (Assesses health literacy and expectations) <hr/> <p>To further assess values/triage, ask this question for additional information.</p> <ol style="list-style-type: none"> In the past 6 months has there been any change in _____ strength and ability to do daily life?
<p>TELL MEDICAL STORY AND MAKE RECOMMENDATION</p>	<p style="text-align: center;">SCENARIO ONE</p> <p style="text-align: center;">Time trial of escalation with ventilator if needed</p> <ul style="list-style-type: none"> ASK: Can we talk about what we are seeing medically? ALIGN: We continue to hope that things will improve DELIVER HEADLINE: We are worried that with the trend we're seeing, _____'s condition is getting worse SILENCE RESPOND TO EMOTION: This is hard. <p>RECOMMENDATION: Can I make a recommendation?</p> <p>Since recovery is still possible, if _____ worsens it would be appropriate to consider placing _____ on a ventilator for additional support. Do you think this would be OK with _____?</p> <p>COLLABORATIVE DECISIONS: Set up time trial with SPECIFIC expectation of how improvement looks and the time frame for this to occur. Ex. Improving oxygen levels with less need for ventilator support in next ____ days</p>

**TELL MEDICAL
STORY AND MAKE
RECOMMENDATION**

SCENARIO TWO

Time trial of care escalation **without** ventilator

- **ASK:** Can we talk about what we are seeing medically?
- **ALIGN:** We continue to hope that things will improve
- **DELIVER HEADLINE:** We are worried that with the trend we're seeing, _____'s symptoms are getting worse
- **SILENCE**
- **RESPOND TO EMOTION:** This is hard

RECOMMENDATION:

Can I make a recommendation?

I/we recommend that the current aggressive treatment be continued. If _____worsens we believe that the best possible care will be to redirect our efforts to keeping _____comfortable through the dying process. We do not feel that attempting CPR or being on a ventilator will be of benefit.

Set SPECIFIC expectations about how improvement looks and the time frame for this to occur.

**TELL MEDICAL
STORY AND MAKE
RECOMMENDATION**

SCENARIO THREE

No escalation of care/Patient is dying

- **ASK:** Can we talk about what we are seeing medically?
- **ALIGN INTENTION/DELIVER HEADLINE:** We are worried that in spite of all our efforts _____ is dying
- **SILENCE**
- **RESPOND TO EMOTION:** This is hard

RECOMMENDATION:

Can I make a recommendation?

I recommend that we redirect all our efforts toward keeping_____comfortable, allowing for natural dying. Attempting CPR or putting _____ on machines would cause more suffering and would not be of benefit.

COLLABORATIVE DECISIONS: We will keep you informed about how _____ is doing. Is there anything you want me to convey? (FaceTime?)

<p>DELIVER SERIOUS NEWS</p>	
	<p style="text-align: center;">SCENARIO FOUR</p> <p>Patient WILL NOT receive additional escalation of care because of limited resources</p> <ul style="list-style-type: none"> • ASK: Can we talk about what we are seeing medically? • ALIGN: We have all been working hard to get _____ better. • DELIVER SERIOUS NEWS HEADLINE <p>_____ 's condition is critical, and in this terrible situation, we are faced with no available ventilators.</p> <p>At this point we have what we need to keep _____ as comfortable as possible and allow for natural dying.</p> <p>SILENCE</p> <ul style="list-style-type: none"> • RESPOND TO EMOTION: This is hard/ I can't imagine/this is a terrible situation. <p>NOTE: In this worse case situation, you will be informing the family rather than asking their permission. Sadly, there would be no choice.</p> <p>COLLABORATIVE DECISIONS: In this situation ask for a Chaplain or other support staff to check in with family later in the day.</p>