

MUST HAVE

Skills for health professionals who work in Hospitals

COMMUNICATION

Patient-centred communication and shared decision-making.
Ask the patient "what matters to you?"



RECOGNISING

Recognise the end of life, assess patients and know the opportunities for quality end-of-life care.

KNOW

Know what to do and what to say if you see suffering in patients, families or staff.



TEAMWORK

Facilitating teamwork and managing any conflicts adds quality to patient's end-of-life care.

GOALS OF CARE

Discuss the patients future with them and then agree on shared goals.

