

Develop communication in the context of an individual's responses to understanding that life is limited and discussion of changing goals of care

1. Discuss with colleagues if this is feasible, would this work for you?

How to maximise your skills and expertise in this area:

- Understand your own strengths and limitations in end-of-life communication and shared decision-making.
 - Ask a trusted colleague to discuss your strengths and limitations. Alternatively ask a colleague to watch or listen to you responding to a patient or family.
 - Focus and practice one skill at a time.
 - Seek feedback from an effective and experienced communicator.
 - Be considered and reflect.
 - Be patient.
 - Any others?
2. Do you think of yourself as a good communicator with patients and families when it comes to negotiating goals of care? Why?
 3. Be honest – when clinically appropriate can you say the word 'dying' in conversations with patients (when they are dying)?
 4. What do you find a challenge and where or who would you go to for assistance?
 - When a patient and family's expectations of the future are very different to clinical realities.
 - Interdisciplinary team disagreements, stress, or incoordination about end-of-life care.
 - Not knowing how to recognise patients who could be in the last 12 months of life.
 - When you see patient suffering.
 5. If appropriate, are you able to apologise in your clinical practice setting?
 6. What is one aspect of your communication that you will develop further?

