
Questions 1 & 3

First Steps® ACP Conversation Guide
(Agent Present)
(RC 1143) – GREEN GUIDE

Role of Facilitator #1

1. Use the green First Steps® ACP Conversation Guide. The healthcare agent is present. Set the remainder of this role-play packet aside.
2. Ask questions **1 and 3** in the Conversation Guide.
3. Listen to the role-players' answers. Use the skills on the Communication Skills card (RC 0046) to respond (e.g., explore the meaning of words and phrases).

Questions 1 & 3

**First Steps® ACP Conversation Guide
(Agent Present)
(RC 1143) – GREEN GUIDE**

Role of Individual Seeking Assistance #1	
When Facilitator #1 asks:	Respond as follows:
“Tell me what brings you here today.”	<ul style="list-style-type: none"> • At my annual exam, my doctor recommended I complete a living will.
“Tell me what you understand about this type of planning.”	<ul style="list-style-type: none"> • I think this is planning for a time when I am older and sick.
“What fears or concerns, if any, do you have about planning?”	<ul style="list-style-type: none"> • What if I change my mind? How do I know what I want for something that may happen years from now?
“Can you tell me what you now understand about advance care planning?”	<ul style="list-style-type: none"> • (ad lib response)

Questions 1 & 3

**First Steps® ACP Conversation Guide
(Agent Present)
(RC 1143) – GREEN GUIDE**

Role of Healthcare Agent #1	
When Facilitator #1 asks:	Respond as follows:
“Tell me what you understand about this role.”	<ul style="list-style-type: none"> • I don’t know much about what’s involved. We’ve never talked about these things.
“What questions do you have about the role of the healthcare agent?”	<ul style="list-style-type: none"> • So, I make decisions any time <i>he/she</i> is in the hospital?

Questions 1 & 3 Debrief

First Steps® ACP Conversation Guide (Agent Present) (RC 1143) – GREEN GUIDE

At the end of the role-play exercise, discuss the following:

- 1. Did the Facilitator ask most questions as written?**
- 2. Give 1-2 examples from the following list of communication skills that were used by the Facilitator?**
 - Explore meanings of words/phrases
 - Paraphrase/clarify
 - Ask, “Anything else?”
 - Listen for and summarize themes
 - Affirm/reaffirm purpose of conversation
 - Verbalize empathy
 - Use Ask-Teach-Ask/Teach-Back technique
 - Remain value-neutral
 - Pay attention to non-verbal communication
- 3. Give an example of a missed opportunity.**
- 4. Did the Facilitator use critical-thinking skills to respond to questions?
Give an example.**

Now, switch roles and move on to the next role-play exercise.

Questions 4–6

First Steps® ACP Conversation Guide
(Agent Present)
(RC 1143) – GREEN GUIDE

Role of Facilitator #2

1. Use the green First Steps® ACP Conversation Guide. The healthcare agent is present. Set the remainder of this role-play packet aside.
2. Ask questions **4 through 6** in the Conversation Guide.
3. Listen to the role-players' answers. Use the skills on the Communication Skills card (RC 0046) to respond (e.g., explore the meaning of words and phrases).

Questions 4–6

**First Steps® ACP Conversation Guide
(Agent Present)
(RC 1143) – GREEN GUIDE**

Role of Individual Seeking Assistance #2	
When Facilitator #2 asks:	Respond as follows:
“Tell me briefly about any experiences you have had with family or friends who became seriously ill or injured, like in a car accident.”	<ul style="list-style-type: none"> • My father had emphysema for many years. He kept smoking. The last time he was admitted to the hospital, he was on a breathing machine and never talked to us again. It was heartbreaking.
“What did you learn from that experience?”	<ul style="list-style-type: none"> • I don’t want to die that way.
“What else did you learn? Anything else?”	<ul style="list-style-type: none"> • I don’t want to be a burden on my family. • We argued over what my father would have wanted.
“What does ‘living well’ mean to you?”	<ul style="list-style-type: none"> • I like to be active. I do some sort of exercise almost every day. I like to play games and spend time with my family and friends.
“What else does ‘living well’ mean to you? Anything else?”	<ul style="list-style-type: none"> • I want to be independent for as long as possible.
“What cultural beliefs do you have, if any?”	<ul style="list-style-type: none"> • What do you mean?
“Who do you want included in such conversations?”	<ul style="list-style-type: none"> • Actually, I have two sons who I have not spoken to in years. How can I prevent them from being involved in any conversations if I become too ill to communicate?
“What spiritual beliefs do you have, if any?”	<ul style="list-style-type: none"> • What do you mean? I’m not a religious sort of person.
For other questions:	<ul style="list-style-type: none"> • (ad lib responses, if appropriate)
“How can we support your needs and/or practices?”	<ul style="list-style-type: none"> • My family and neighbors are supportive. I don’t really need any other type of support.

Questions 4–6

**First Steps® ACP Conversation Guide
(Agent Present)
(RC 1143) – GREEN GUIDE**

Role of Healthcare Agent #2	
When Facilitator #2 asks:	Respond as follows:
“If you were present for these experiences, do you have anything to add?”	<ul style="list-style-type: none"> • I know that this was very hard for <i>(individual’s name)</i>. <i>S/he</i> didn’t talk to one sibling for a couple of years after their father died.
For other questions:	<ul style="list-style-type: none"> • (ad lib responses, if appropriate)

Questions 4–6 Debrief

First Steps® ACP Conversation Guide (Agent Present) (RC 1143) – GREEN GUIDE

At the end of the role-play exercise, discuss the following:

1. **Did the Facilitator ask most questions as written?**
2. **Give 1-2 examples from the following list of communication skills that were used by the Facilitator?**
 - Explore meanings of words/phrases
 - Paraphrase/clarify
 - Ask, “Anything else?”
 - Listen for and summarize themes
 - Affirm/reaffirm purpose of conversation
 - Verbalize empathy
 - Use Ask-Teach-Ask/Teach-Back technique
 - Remain value-neutral
 - Pay attention to non-verbal communication
3. **Give an example of a missed opportunity.**
4. **Did the Facilitator use critical-thinking skills to respond to questions? Give an example.**

Now, switch roles and move on to the next role-play exercise.

Questions 7–end

First Steps® ACP Conversation Guide
(Agent Present)
(RC 1143) – GREEN GUIDE

Role of Facilitator #3

1. Use the green First Steps® ACP Conversation Guide. The healthcare agent is present. Set the remainder of this role-play packet aside.
2. Ask questions **7 through the end** in the Conversation Guide.
3. Listen to the role-players' answers. Use the skills on the Communication Skills card (RC 0046) to respond (e.g., explore the meaning of words and phrases).

Questions 7–end

First Steps® ACP Conversation Guide
(Agent Present)
(RC 1143) – GREEN GUIDE

Role of Individual Seeking Assistance #3	
When Facilitator #3 asks:	Respond as follows:
“I want to make sure I explained this situation clearly. Can you tell me in your own words what you understand about this situation?”	<ul style="list-style-type: none"> • I would be miserable. I don’t want to be a vegetable.
“What questions do you have about this situation?”	<ul style="list-style-type: none"> • How can they be sure that I won’t recover?
“In this situation, would you want to continue medical treatment to keep you alive? Or, would you want to stop medical treatment? In either case, you will still get the care you need to keep you comfortable.”	<ul style="list-style-type: none"> • This would not be living to me. I would not want to be kept alive unless I had a very good chance of having my mental abilities.
“Are you ready to complete the written advance directive?”	<ul style="list-style-type: none"> • Yes, I think I am.

Questions 7–end

First Steps® ACP Conversation Guide
(Agent Present)
(RC 1143) – GREEN GUIDE

Role of Healthcare Agent #3	
When Facilitator #3 asks:	Respond as follows:
“Do you have any questions about this situation and what <i>[name of individual]</i> has decided?”	<ul style="list-style-type: none"> • I think I would feel the same way. Could we take <i>him/her</i> home?
“Can you honor this decision?”	<ul style="list-style-type: none"> • Yes, now that I have heard <i>him/her</i> say what is important to <i>him/her</i>.

Questions 7–end Debrief

First Steps® ACP Conversation Guide (Agent Present) (RC 1143) – GREEN GUIDE

At the end of the role-play exercise, discuss the following:

- 1. Did the Facilitator ask most questions as written?**
- 2. Give 1-2 examples from the following list of communication skills that were used by the Facilitator?**
 - Explore meanings of words/phrases
 - Paraphrase/clarify
 - Ask, “Anything else?”
 - Listen for and summarize themes
 - Affirm/reaffirm purpose of conversation
 - Verbalize empathy
 - Use Ask-Teach-Ask/Teach-Back technique
 - Remain value-neutral
 - Pay attention to non-verbal communication
- 3. Give an example of a missed opportunity.**
- 4. Did the Facilitator use critical-thinking skills to respond to questions?
Give an example.**