
Questions 4 & 5

**First Steps® ACP Conversation Guide:
Adults with Chronic Illness (Agent Present)
(RC 1145) – BLUE GUIDE**

Role of Facilitator #1

1. Use the blue First Steps® ACP Conversation Guide: Adults with Chronic Illness. The healthcare agent is present. Set the remainder of this role-play packet aside.
2. Start with questions **4 and 5** 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).

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Role of Individual Seeking Assistance #1	
When Facilitator #1 asks:	Respond as follows:
“Tell me what you understand about your medical condition(s).”	<ul style="list-style-type: none"> I just had my yearly checkup and the doc says I’m doing great. I have high cholesterol and have been managing my diabetes for 10 years. They have me on meds to help with these things. I am doing good with diet.
“Have there been any change with your <i>[medical condition(s)]</i> in the past few months?”	<ul style="list-style-type: none"> No, I just have many meds to remember to take each day. I worry I may forget.
“What problems do you think you may have in the future from your <i>[medical condition(s)]</i> ?”	<ul style="list-style-type: none"> I know I could have a heart attack. Are there other problems I should be worried about?
“Have you been in the hospital recently because of your <i>[medical condition(s)]</i> ?”	<ul style="list-style-type: none"> No
“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 uncle died in a horrific car accident. Didn’t even get to say goodbye to him.
“What did you learn from that experience?”	<ul style="list-style-type: none"> Things can happen suddenly.
“What else did you learn? Anything else?”	<ul style="list-style-type: none"> It was very sad.
“Are there other experiences?”	<ul style="list-style-type: none"> Yes, my aunt suffered for years with diabetes. She eventually had a leg amputated and needed kidney dialysis and ended up in a nursing home. Never was the same. She even had a cardiac arrest and got CPR. Never talked to us again.
“What did you learn from that experience?”	<ul style="list-style-type: none"> I learned that I want more control over my life than she had.
“What else did you learn?”	<ul style="list-style-type: none"> I learned that my family should help make me comfortable if I was ever in that situation.
“Anything else?”	<ul style="list-style-type: none"> No.

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Role of Healthcare Agent #1

When Facilitator #1 asks:

“If you were present for these experiences, do you have anything to add?”

Respond as follows:

- **With our aunt, it was just so sad to see her go from a vibrant woman to losing her dignity. She eventually died, but I don't think she would have wanted all the treatments they continued to give her during the last years of her life.**

Questions 4 & 5 Debrief

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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 6 & 7

**First Steps® ACP Conversation Guide:
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Role of Facilitator #2

1. Use the blue First Steps® ACP Conversation Guide: Adults with Chronic Illness. The healthcare agent is present. Set the remainder of this role-play packet aside.
2. Ask questions **6 and 7** 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 6 & 7

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Role of Individual Seeking Assistance #2	
When Facilitator #2 asks:	Respond as follows:
“What does ‘living well’ mean to you?”	<ul style="list-style-type: none"> • I like to think positive about life. Having a good attitude is important. I like to read and listen to music. My family is always great company.
“What worries you most about your <i>[medical condition(s)]</i> ?”	<ul style="list-style-type: none"> • What if I had a heart attack? I worry a bit that I won’t be able to take care of my spouse, who had a stroke several years ago. She/he needs me.
“What fears do you have?”	<ul style="list-style-type: none"> • I know my agent will do a good job, but I’m concerned that other members of the family will disagree.
“Do you have needs for services that you want to discuss?”	<ul style="list-style-type: none"> • How do we get the rest of my family on board?
“What cultural beliefs do you have, if any?”	<ul style="list-style-type: none"> • I don’t know what you mean.
“What spiritual beliefs do you have, if any?”	<ul style="list-style-type: none"> • Again, can you give me some examples of what you mean? How does this relate to my advance directive?

Questions 6 & 7

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Role of Healthcare Agent #2	
When Facilitator #2 asks:	Respond as follows:
“What fears do you have?”	<ul style="list-style-type: none">• That’s one of the reasons I was reluctant to be the agent. <p><i>[Please interrupt conversation as appropriate with this statement.]</i></p>

Questions 6 & 7 Debrief

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

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 - 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.

Question 8

**First Steps® ACP Conversation Guide:
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Role of Facilitator #3

1. Use the blue First Steps® ACP Conversation Guide: Adults with Chronic Illness. The healthcare agent is present. Set the remainder of this role-play packet aside.
2. Ask question 8 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).

Question 8

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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’ve had a sudden event and it’s unlikely that I’ll ever be able to talk.
“What questions do you have about this situation?”	<ul style="list-style-type: none"> • What do you mean by little chance? • I would want a much better chance than that to 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"> • What do you mean by medical treatment? • I wouldn’t want to live this way, but could I get a second opinion? • How would you keep me comfortable?

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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"> • Does that mean <i>he/she</i> would be brain dead?
“Can you honor this decision?”	<ul style="list-style-type: none"> • Yes, but I just can’t imagine living without you.

Question 8 Debrief

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

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- 2. Give 1-2 examples from the following list of communication skills that were used by the Facilitator?**
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- 3. Give an example of a missed opportunity.**
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