

This is a running role-play (one continuous conversation). Work in groups of four rotating through the four roles as follows:

<p><b>Facilitator</b></p>	<ul style="list-style-type: none"> <li>• Use the blue <i>First Steps® ACP Conversation Guide: Adults with Chronic Illness</i> (RC 1145).</li> <li>• Listen to the role-players' answers and use communication skills to respond.</li> <li>• Ask follow-up questions as appropriate, based on responses from the individual and healthcare agent.</li> <li>• Do not rush the conversation.</li> </ul>
<p><b>Individual Seeking Assistance AND Healthcare Agent</b></p>	<ul style="list-style-type: none"> <li>• Read the themes for your specific role.</li> <li>• Ad lib your responses to the Facilitator's questions.</li> <li>• Avoid complex responses.</li> </ul>
<p><b>Observer</b></p>	<ul style="list-style-type: none"> <li>• Record your observations on the checklist in role-play packet.</li> <li>• Use the checklist to lead the debrief.</li> <li>• Turn completed checklist in to Instructor.</li> </ul>

## Sections 4 & 5

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

### Role of Facilitator #1

- Start with asking the questions in sections **4 and 5** in the blue conversation guide (*RC 1145*).
- The individual seeking assistance has high cholesterol and diabetes for 10 years.
- Now, set this role-play packet aside.

### Role of Individual Seeking Assistance #1

**Ad lib your responses to questions about your medical condition and experiences (sections 4 and 5) using themes from the following statements:**

- You have high cholesterol and have been managing your diabetes for 10 years.
- Your priority is to maintain your current health.
- You had your yearly checkup and the doctor said you are doing “great.”
- You have many meds to remember to take each day and worry you may forget to take them.
- You worry about other health problems you could have because of your diabetes.

### Role of Healthcare Agent #1

**Ad lib your responses throughout the conversation using themes from the following statements:**

- You are a supportive healthcare agent.
- You are worried that your loved one will become forgetful and not take medications as prescribed.
- You want to help your loved one maintain a sense of dignity and to live independently.

**After the debrief, switch roles and move on to the next role-play exercise.**

**Sections 4 & 5**

**First Steps® ACP Conversation Guide:  
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**Role of Observer #1**

Use the blue conversation guide (RC 1145) as you record your observations. Use M.O. for missed opportunity. Use N/A when questions are not appropriate. Provide specific examples to increase learning.

Date: \_\_\_\_\_ Facilitator Name: \_\_\_\_\_ Observer Name: \_\_\_\_\_

Did the Facilitator:	Met	M.O.	N/A	Notes/Examples
Explore understanding of medical condition <ul style="list-style-type: none"> <li>Provide information, if able</li> <li>Explore questions for physician</li> </ul>				
Explore experiences <ul style="list-style-type: none"> <li>What was learned</li> <li>Ask agent if anything else was learned</li> </ul>				

**Communication Skills: Mark when each skill is observed. Record 2-3 examples. Must demonstrate four of the following:**

Did the Facilitator:	Met	M.O.	N/A	Notes/Examples
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 technique				
Remain value-neutral				
Pay attention to non-verbal communication				

- Did the Facilitator use the Conversation Guide?  Yes  No  Most of Time
- Did the Facilitator ask all questions as written?  Yes  No  Most of Time
- Did the Facilitator use critical-thinking skills to respond to questions?  Yes  No

## Sections 6 & 7

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

#### Role of Facilitator #2

- Ask the questions in sections **6 and 7** in the blue conversation guide (*RC 1145*).
- Now, set this role-play packet aside.

#### Role of Individual Seeking Assistance #2

**Ad lib your responses to questions about living well and cultural/spiritual beliefs (sections 6 and 7) using themes from the following statements:**

- You have high cholesterol and have been managing your diabetes for 10 years.
- You like to think positive about life. Having a good attitude and family support is important.
- You worry about having a heart attack and not being able to care for yourself.
- You trust your agent to do a “good job,” however, are concerned that other members of the family will disagree with your decisions.
- You are a religious person and want to learn more about any faith considerations before completing your advance directive document.

#### Role of Healthcare Agent #2

**Ad lib your responses throughout the conversation using themes from the following statements:**

- You are a supportive healthcare agent.
- You are worried that other members of the family will have difficulty accepting your loved one’s decisions. You hope they won’t make it too difficult for you to carry out your responsibilities.

**After the debrief, switch roles and move on to the next role-play exercise.**

**Sections 6 & 7**

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

Use the blue conversation guide (RC 1145) as you record your observations. Use M.O. for missed opportunity. Use N/A when questions are not appropriate. Provide specific examples to increase learning.

Date: \_\_\_\_\_ Facilitator Name: \_\_\_\_\_ Observer Name: \_\_\_\_\_

Did the Facilitator:	Met	M.O.	N/A	Notes/Examples
Explore "living well"				
Explore cultural or spiritual beliefs				

**Communication Skills: Mark when each skill is observed. Record 2-3 examples. Must demonstrate four of the following:**

Did the Facilitator:	Met	M.O.	N/A	Notes/Examples
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 technique				
Remain value-neutral				
Pay attention to non-verbal communication				

- Did the Facilitator use the Conversation Guide?  Yes  No  Most of Time
- Did the Facilitator ask all questions as written?  Yes  No  Most of Time
- Did the Facilitator use critical-thinking skills to respond to questions?  Yes  No

## Section 8

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

- Ask the questions in section 8 in the blue conversation guide (RC 1145).
- Now, set this role-play packet aside.

### Role of Individual Seeking Assistance #3

**Ad lib your responses to the questions about goals of care (section 8) using themes from the following statements:**

- You fear becoming a “burden” on others and losing your sense of dignity.
- Questions you have about the “imagine this” situation:
  - Can I talk?
  - What do you mean by little chance?
  - Can I get a second opinion?
  - If I stop medical treatment, how would you keep me comfortable?

### Role of Healthcare Agent #3

**Ad lib your responses throughout the conversation using themes from the following statements:**

- You are a supportive healthcare agent.
- You want to know if the “imagine this” situation means your loved one would be brain dead.
- You will honor your loved one’s decision.

**After the debrief, switch roles and move on to the next role-play exercise.**

## Section 8

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

Use the blue conversation guide (RC 1145) as you record your observations. Use M.O. for missed opportunity. Use N/A when questions are not appropriate. Provide specific examples to increase learning.

Date: \_\_\_\_\_ Facilitator Name: \_\_\_\_\_ Observer Name: \_\_\_\_\_

Did the Facilitator:	Met	M.O.	N/A	Notes/Examples
Explore goals of care scenario <ul style="list-style-type: none"> <li>Describe scenario as written</li> <li>Use teach back to explore understanding</li> <li>Explore questions</li> <li>Ask agent for questions</li> </ul>				

**Communication Skills: Mark when each skill is observed. Record 2-3 examples. Must demonstrate four of the following:**

Did the Facilitator:	Met	M.O.	N/A	Notes/Examples
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 technique				
Remain value-neutral				
Pay attention to non-verbal communication				

- Did the Facilitator use the Conversation Guide?  Yes  No  Most of Time
- Did the Facilitator ask all questions as written?  Yes  No  Most of Time
- Did the Facilitator use critical-thinking skills to respond to questions?  Yes  No

## Section 9

**First Steps® ACP Conversation Guide:  
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### Role of Facilitator #4

- Ask the questions in section 9 in the blue conversation guide (RC 1145).
- Use the CPR Facts sheet to provide information.
- Now, set this role-play packet aside.

### Role of Individual Seeking Assistance #4

**Ad lib your responses to the questions about the CPR decision (section 9) using themes from the following statements:**

- You understand that CPR tries to get your heart and breathing started.
- You are interested in learning more about CPR.
- Questions you have about CPR:
  - Do you think CPR will work for me?
  - What would happen if I don't at least try CPR?
  - What would my doctor say about my chances for CPR?

### Role of Healthcare Agent #4

**Ad lib your responses throughout the conversation using themes from the following statements:**

- You are a supportive healthcare agent.
- You are interested in learning about CPR.
- You worry what if your loved one could be “worse off” after having CPR.
- You will honor your loved one's decision.



## Section 9

**First Steps® ACP Conversation Guide:  
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### Role of Observer #4

Use the blue conversation guide (*RC 1145*) as you record your observations. Use M.O. for missed opportunity. Use N/A when questions are not appropriate. Provide specific examples to increase learning.

Date: \_\_\_\_\_ Facilitator Name: \_\_\_\_\_ Observer Name: \_\_\_\_\_

Did the Facilitator:	Met	M.O.	N/A	Notes/Examples
Use the decision-making framework to explore the CPR decision <ul style="list-style-type: none"> <li>Explore understanding of CPR</li> <li>Explore understanding of the benefits/burdens of CPR</li> <li>Explore goals for CPR</li> <li>Explore fears and concerns of making the CPR decision</li> </ul>				
Use education/decision aids (e.g., CPR) <ul style="list-style-type: none"> <li>Provide information in unbiased manner</li> <li>Use teach back to assess understanding</li> </ul>				

**Communication Skills: Mark when each skill is observed. Record 2-3 examples. Must demonstrate four of the following:**

Did the Facilitator:	Met	M.O.	N/A	Notes/Examples
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 technique				
Remain value-neutral				
Pay attention to non-verbal communication				

Did the Facilitator use the Conversation Guide?  Yes  No  Most of Time

Did the Facilitator ask all questions as written?  Yes  No  Most of Time

Did the Facilitator use critical-thinking skills to respond to questions?  Yes  No