

ROLE-PLAY EXERCISE: GOALS OF CARE/DECISION MAKING

For use in the First Steps ACP Facilitator Certification Course

Role-Play Instructions

This is an unfolding role-play of a conversation to demonstrate progression through the Goals of Care/Decision Making phase. With each new rotation, the next Facilitator continues the conversation where the prior Facilitator left off.

- Work in groups of three. Rotate through the roles: Facilitator, individual, and healthcare agent. (*Role-play can be completed in groups of two by eliminating the role of agent.*)
- Each course participant must rotate in the role of the Facilitator once.
- Review the information for your respective role with each role-play rotation.
 - The Healthcare Agent role will use the general information on the following page for all rotations.
- Use the following materials:
 - **First Steps® ACP Conversation Guide: Adults with Chronic Illness (RC 1145)**
 - **CPR Facts (MC 750)** (*or local equivalent distributed by the ACP Instructor*)
- When instructed/time ends, stop role playing, debrief using the guidelines below, switch roles, and continue the conversation.

Debrief Guidelines

At the end of each role-play exercise rotation, take 1–2 minutes to *briefly* provide feedback to the Facilitator on the following:

1. **Did the Facilitator use the Conversation Guide?** Yes / No / Most of the time
2. **Give 1–2 examples from the following list of communication skills and critical thinking used to individualize the conversation and promote more discussion.**
 - 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.**

After debriefing, switch roles and move on to the next role-play rotation to continue the conversation.

Role of Healthcare Agent, *if present*

You are the healthcare agent of a 67-year-old individual living with heart failure and diabetes. You are supportive and committed to helping your loved one. You agree to honor their decisions.

Ad lib responses, *as appropriate*: You may add on to the discussion to make it interactive. Avoid complex responses. You may use some of the themes listed below:

- You want to learn more about all the treatment options to help your loved one make an informed choice. You will honor their decisions.
- You are committed to helping your loved one with whatever needs to be done to live independently, yet, worry about how long they can safely live alone.

■ ROLE-PLAY ROTATION 1

Role of Facilitator

You are meeting with a 67-year-old individual living with heart failure and diabetes. The patient was in the hospital recently for shortness of breath and leg swelling. The chosen healthcare agent is present for this meeting.

1. Use the **First Steps® ACP Conversation Guide: Adults with Chronic Illness (RC 1145)**.
2. Facilitate section **8. Explore individual's goals of care for a severe permanent brain injury** in the Conversation Guide.
3. Listen to the role-player's responses. Use the skills on the Communication Skills card and apply critical thinking to individualize the conversation and promote more discussion.
4. Now, set this role-play packet aside. You will only need the Conversation Guide to engage the role players.

Role of Individual Living with Chronic Illness

You are 67 years old and have been living with heart failure and diabetes. You live alone and family/friends help with shopping and housekeeping. Your healthcare agent is supportive and willing to do whatever is needed to help.

Reminder of themes from the Exploration phase:

- Your heart is weaker; you are more short of breath; your legs swell. You hope your breathing does not worsen and you can maintain your independence.
- Family is important to you. You don't want to be a burden on others.
- You are a fighter and willing to try treatments as long as they do not make you feel worse or do not help.

Focus your responses to the Facilitator's questions. Ad lib your responses. You may use the following suggested responses for specific questions. Provide one response at a time to keep the discussion interactive. Avoid complex responses.

| When Facilitator asks: | Suggested responses: |
|---|---|
| <p><i>[Facilitator reads the Imagine this situation...]</i></p> <p>"I want to make sure I explained this situation clearly. Can you tell me in your own words what you understand about this situation?"</p> | <ul style="list-style-type: none"> • "I am in a coma or maybe I am brain dead. I am not sure, but I guess they are the same?" • "I've had a sudden event and it's unlikely that I'll ever be able to talk. Is that right?" • <i>[Ad lib response.]</i> |
| <p>"What questions do you have about this situation?"</p> | <ul style="list-style-type: none"> • "What do you mean by little chance?" • "I would want a much better chance than that to recover." • "Could the doctors be wrong? Perhaps my mind will get better with more treatment or time to heal?" • <i>[Ad lib response.]</i> |
| <p>"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."</p> | <ul style="list-style-type: none"> • "What do you mean by medical treatment?" • "This is really hard to decide. What do you think I should do?" • "I would want to have more time, yet I wouldn't want to live this way. Could I get a second opinion?" • "How would you keep me comfortable?" • <i>[Discuss and then make a decision to either continue or stop medical treatment.]</i> |

Follow Debrief Guidelines on page 1.

After debriefing, switch roles and move on to the next role-play rotation to continue the conversation.

■ ROLE-PLAY ROTATION 2

Role of Facilitator

Continue the conversation. Carry forward key themes and what was learned from the individual and agent up to this point.

1. Use the **First Steps® ACP Conversation Guide: Adults with Chronic Illness (RC 1145)** and **CPR Facts (MC 750)**.
2. Pick up where the previous Facilitator left off. Facilitate section **9. Help make informed decisions regarding CPR** in the Conversation Guide using the decision-making framework.
3. Listen to the role-player's responses. Use the skills on the Communication Skills card and apply critical thinking to individualize the conversation and promote more discussion.
4. Now, set this role-play packet aside. You will only need the Conversation Guide and the CPR Facts to engage the role-players.

Role of Individual Living with Chronic Illness

Carry forward the story line and key themes of what was learned from the individual and agent up to this point.

Focus your responses to the Facilitator's questions. Ad lib your responses. You may use the following suggested responses for specific questions. Provide one response at a time to keep the discussion interactive. Avoid complex responses.

| When Facilitator asks: | Suggested responses: |
|---|--|
| <i>Treatment options for CPR</i> | |
| "What do you understand about CPR?" | <ul style="list-style-type: none"> • "It's what you do when someone's heart stops to get it beating again. It seems like it usually works." |
| "What has your doctor told you about CPR?" | <ul style="list-style-type: none"> • "We haven't talked about it. When I was in the hospital, they asked if I'd want CPR. I said yes, I am not ready to die yet." • "My doctor said that I should think about CPR. We don't really talk about it." |
| "What do you know about the success rate of CPR?" | <ul style="list-style-type: none"> • "I assume it works most of the time, like on TV. Otherwise, why would they do it?" |
| "CPR is not as successful as most people think. Would you like to learn more?" | <ul style="list-style-type: none"> • "Yes." |
| <i>[Facilitator uses CPR Fact sheet to provide information about CPR and the success of CPR.]</i> | <ul style="list-style-type: none"> • <i>[Ad lib response when information is shared.]</i> • <i>[Remain undecided about CPR after receiving the information.]</i> |

| | |
|---|--|
| <p>“Tell me now what you understand about the success of CPR.”</p> | <ul style="list-style-type: none"> • “Well, it sounds like it doesn’t work as often as I thought. But if there’s a good chance of it working and I will leave the hospital, that sounds pretty good to me.” • “What would happen if I don’t at least try CPR?” |
| <p><i>[Facilitator uses CPR Fact sheet to provide information about CPR and explore goals for CPR.]</i></p> | <ul style="list-style-type: none"> • <i>[Ad lib response when information is shared. Ask questions of agent and Facilitator.]</i> |
| <p>“What outcome would you expect from CPR?”</p> | <ul style="list-style-type: none"> • “I hope CPR would work for me. I would like the chance to recover and be like I am today.” • “I want to go back home and not end up needing help to take care of myself.” |
| <p>“What fears or concerns do you have about making this decision?”</p> | <ul style="list-style-type: none"> • “I worry I could be worse off than I am now.” • “I don’t want to end up being stuck on the ventilator and die alone in the hospital.” • “I worry that if I say no CPR, I might suffer.” • “It just seems so final. I am afraid my family would think I’m giving up.” • <i>[Make a decision: Ad lib response that you would <u>not</u> want CPR because of risk of being on ventilator long term.]</i> • “I don’t want to give up, but I don’t want to die on machines.” |

Follow Debrief Guidelines on page 1.

After debriefing, switch roles and move on to the next role-play rotation to continue the conversation.

■ ROLE-PLAY ROTATION 3

Role of Facilitator

1. Use the **First Steps® ACP Conversation Guide: Adults with Chronic Illness (RC 1145)**.
2. Choose one of these sections to facilitate:
 - **8. Explore individual’s goals of care for severe permanent brain injury**
 - **9. Help make informed decisions regarding CPR**
3. Listen to the role-player’s responses. Use the skills on the Communication Skills card and apply critical thinking to individualize the conversation and promote more discussion.
4. Now, set this role-play packet aside. You will only need the Conversation Guide (and the CPR Facts, if applicable) to engage the role players.

Role of Individual Living with Chronic Illness

You are the individual living with heart failure and diabetes. You are willing to try treatments for a short time if they will help you to get better and the side effects are not too bad. You fear becoming a “burden” on others and losing your sense of dignity.

Focus your responses to the Facilitator’s questions. Ad lib your responses. Provide one response at a time to keep the discussion interactive. Avoid complex responses.

Follow Debrief Guidelines on page 1. This concludes the role-play exercise.