### REMAP

#### REFRAIN
**why the status quo isn’t working**

(You may need to discuss serious news such as a scan first.)

“Given this news, it seems like a good time to talk about what to do now. We’re in a different place.”

#### EXPECT
**emotion - respond with empathy**

“It’s hard to deal with all this.”

“I can see you are really concerned about [x].”

“Tell me more about that—what are you worried about?”

“Is it ok for us to talk about what this means?”

#### MAP
**out what’s important**

“Given this situation, what’s most important for you?”

“When you think about the future, are there things you want to do?”

“As you look toward the future, what concerns you?”

#### ALIGN
**with the patient’s values**

“As I listen to you, it sounds the most important things are [x-y-z].”

#### PLAN
**to match values**

“Here’s what I can do now that will help you do those important things.”

“What do you think about it?”

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www.ethics.va.gov/goalsofcaretraining/practitioner.asp