DRILL A: Reassess understanding of illness, respond to emotion, reframe, ask permission to proceed

| REASSESS UNDERSTANDING / RESPOND TO EMOTION |
| --- |
| Clinician ClipartClinician | Patient Clipart Patient |
| Tell me what you understand about your illness. | I’m not getting better with this treatment, but there’s got to be something else out there!  |
| I wish we had a more effective treatment.  |  |

| REFRAME |
| --- |
| Clinician Clipart Clinician | Patient Clipart Patient |
| What’s your sense of where things are?  | I know I’ve got COPD, and I’ve been feeling worse and worse. But I’ve had this for quite a while, and it will probably get better… |
| You’ve been living with this disease a long time. And, I think we’re in a different place now.  |  |

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DRILL A, continued

| RESPOND TO EMOTION / ASK PERMISSION |
| --- |
| Clinician ClipartClinician | Patient ClipartPatient |
| What’s your sense of where things are?  | I know I’m getting worse. I’m afraid I’m just a burden on my kids. |
| This must be hard.  | It is. There’s a lot happening. |
| I hear that. Is it ok if we talk about where we can go from here? |  |

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DRILL B: Respond to emotion, ask permission to proceed

| EXPECT EMOTION |
| --- |
| Clinician Clipart Clinician | Patient ClipartPatient |
| You’ve been living with this disease a long time. And, I think we’re in a different place now. | So, what are you saying – that I’m supposed to give up? |
| I can’t even imagine what it’s like for you to live with an illness that keeps getting worse. |  |

| EXPECT EMOTION |
| --- |
| Clinician Clipart Clinician | Patient ClipartPatient |
| It’s probably a good time to step back and talk about where we go from here. | I’m a fighter. I know I can still beat this thing.  |
| I really admire your spirit and everything you’ve done to fight this illness. |  |

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DRILL B, continued

| EXPECT EMOTION / ASK PERMISSION TO PROCEED |
| --- |
| Clinician Clipart Clinician | Patient ClipartPatient |
| I can see how disappointing this is for you. Would it be all right if we talked about where we go from here?  | I just kept hoping that the treatments would work. |

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