



Goals of Care Conversations: Communication Skills Training Programs

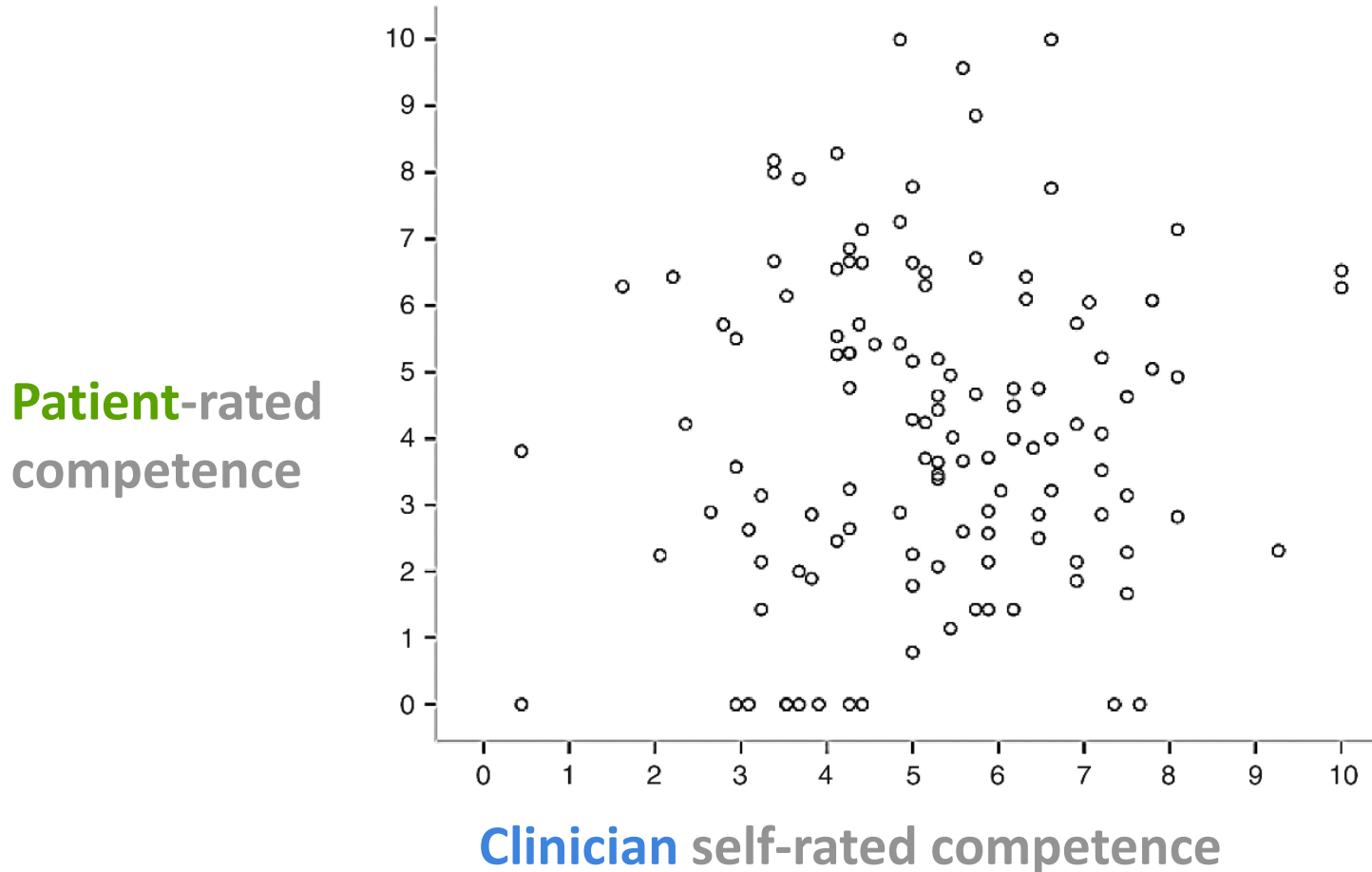
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VA Life-Sustaining Treatment Decisions Initiative

- **New national policy:** proactive goals of care conversations required for high-risk patients
- **New EHR tools:** easy-to-locate progress note template and LST order set
- **Goals of Care Conversations Training** for clinicians who care for patients with serious illness

Foglia MB, Lowery J, Sharpe VA, Tompkins P, Fox E. A Comprehensive Approach to Eliciting, Documenting, and Honoring Patient Wishes for Care Near the End of Life: The Veterans Health Administration's Life-Sustaining Treatment Decisions Initiative. *The Joint Commission Journal on Quality and Patient Safety*. 2019 Jan 1;45(1):47–56.

Our self-assessments of communication skills need calibration



J Palliat Med 2012(4); 15: 418-426.

Goals of Care Conversations Training

- Developed with **Vital Talk**
- Five interactive modules, each **45-50 minutes**
- Teach a **talking map**; practice via **drills**
- **Very high ratings** (immediately and at four months)
- Nationwide: **765 GOCC Trainers**
 - 3+ training sessions per year for 3+ years
- Now have **121,519 patients** with documented goals of care conversations and LST plans

February 1, 2019

Goals of Care Conversations Training



For Physicians, APRNs, & PAs



For RNs, Social Workers,
Psychologists, & Chaplains

All training materials are available for public use.

<https://www.ethics.va.gov/goalsofcaretraining.asp>