ARORA AND PALLIATIVE CARE COLLABORATIVE:

LANGUAGE FOR FAMILY CONVERSATIONS

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| Bridging Language for Registered Patients: |
| *Statement to use with all registered families if comfort care is being considered:* “As we are discussing the option of comfort care, it is important for you to be aware that “John [patient’s name]” made the powerful decision to register as an organ donor. Our hospital coordinates with ARORA and an ARORA team member would need to speak with you further about “John’s” registry before the comfort care process would begin.”  |

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| Bridging Language for Non-Registered Patients:  |
| *General statement to use only when families have elected for comfort care:* “A family services coordinator will be coming to speak with you to discuss meaningful information before we start the comfort care process.”*If family brings up donation:* “Our hospital coordinates with ARORA. I will call ARORA to have a team member speak with you to discuss donation further and answer any questions you have.” |

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| Tips to Remember: |
| * Registry should not be shared during goals-of-care discussion if families do not appear to be understanding of prognosis and/or are adamant about continuing full, aggressive care. Registry should be shared if families appear to be considering comfort care, even if no final decision has been made.
* If registry is shared with registered families or non-registered families bring up donation, it is natural for families to start asking their questions about donation. Please don’t address these questions directly - instead, inform families that ARORA can either call or come to meet in person at the hospital to answer all their questions and/or concerns about donation.
* If families are electing for comfort care, try to avoid setting a firm extubation time as this creates timing expectations for families. This can lead to families experiencing distress and/or frustration as the pre-set timeline often has to change to align with donation timeline.
* If possible, do not promise specific details about comfort care process (i.e. extubation will occur in ICU room, no limit to amount of family members present, etc.) as these details will often differ with donation process.
* When in doubt, call ARORA!
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