

# REMAP<sup>1</sup>

## A Framework for Late Goals of Care Discussions

### **REFRAME** why the current plan isn't working

- What do you understand...?
  - ...about the current medical situation?
  - ...about what to expect moving forward?
- Is it ok if I share my understanding?
- We're in a different place...

### **EXPECT EMOTIONS** and respond empathically

- This is really hard (*see next page for other NURSE skills*)
- I wish things were different
- Is it ok if we talk about where we go from here?

### **MAP** out what's important<sup>2</sup>

- In order to figure out the best plan, it would help me to understand: (*Ask a few of the following, until you are confident that you can offer a recommendation based on the patient's values*)
  - Given what we've talked about, what's most important to you now?...What else?
  - What do you hope for? What do you worry about?
  - As you look toward the future, is there anything you want to avoid?
  - What does a good day look like now?
  - What experiences do you have with serious medical situations like this?
  - How much would you be willing to go through to get more time?

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

- It sounds like the most important things right now are [X,Y,Z]. Do I have that right?

### **PLAN** medical care that matches patient values

- Is it OK if I make a recommendation?
- If the most important things are [X,Y,Z], I would recommend we...*[discuss what you recommend doing to achieve the goals before what you recommend not doing because it won't achieve the goals]*
- How does that sound?

## NURSE<sup>3</sup>: Ways to verbally respond to emotion

<b>N</b> - Name	<p>“It sounds like you’re [worried about your family]”</p> <p>“This is not what either of us were expecting”</p>
<b>U</b> - Understand	<p>“I can’t imagine [how hard this must be]”</p> <p>“Anyone would be [upset]”</p>
<b>R</b> - Respect	<p>“You have done everything right”</p> <p>“You’ve been a wonderful advocate for your mom”</p>
<b>S</b> - Support	<p>“I’ll be there every step of the way to answer your questions and help you through this.”</p>
<b>E</b> - Explore	<p>“Tell me more...”</p> <p>“What’s going through your head right now?”</p>

## PEARLS:

<p><b>“I wish...”</b> (Wish Statements)</p>	<p>“I wish more chemotherapy would help”</p>
<p><b>“We...”</b> (We statements)</p>	<p>“I know this isn’t what we were hoping for.”</p>
<p><b>Ask Permission</b></p>	<p>“Would it be helpful if I talked about next steps?”</p>

## References:

1. Childers JW et al. REMAP: A framework for goals of care conversations. J Oncol Practice. 2017 Oct;13(10):e844-e850.
2. Berns SH et al. Goals of Care Ambulatory Resident Education: Training Residents in Advance Care Planning Conversations in the Outpatient Setting. J Pain Symptom Manage. 2017 Dec;20(12):1345-1351.
3. Back AL et al. Approaching difficult communication tasks in oncology. CA Cancer J Clin. 2005 May-Jun;55(3):164-77.