Palliative Tool for EM docs

Delivering Serious News: SPIKES

S: Setting (prepare - chart review, quiet physical space, turn off phone)
P: Perception (ask what patient/family already understand about medical condition)
I: Invitation (ask for permission to deliver news)
K: Knowledge (use clear concise language to deliver news)
E: Expect Emotion (leave space, can use NURSE statements)
S: Summary/strategy (next steps, options)

Addressing Emotions with Empathy: NURSE

N: Name Emotion (or address there is emotion)
U: Understanding (what is the cause?)
R: Respect
S: Support
E: Explore Emotion
Rapid Code Status Conversation Guide

**Goal:** Identify patients who **PREFER** symptom/comfort-oriented treatments **AND** consider the best possible outcome of mechanical ventilation/CPR “worse than death.”

- Is this patient at high risk for poor outcome?
  - Serious illness (ESRD, Home O₂, etc.) **OR**
  - Frail elder **OR**
  - Patient resides in a nursing home or LTAC

<table>
<thead>
<tr>
<th>STEPS</th>
<th>WHAT TO ASK</th>
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<tr>
<td>Ask what they know</td>
<td>Hello. I am Dr. _____ I am sorry to meet you this way. What have you heard about what has happened today to your [loved one]?</td>
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<td>Break bad news</td>
<td><strong>Warning shot:</strong> I am afraid I have serious news. Would it be OK if I share? <strong>Headline:</strong> Your [mother] is not breathing well from [pneumonia/COVID]. with her other health issues, I am worried she could become/is very sick and may even die.</td>
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<td>Establish urgency. Align</td>
<td>We need to work together quickly to make the best decisions for her care.</td>
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<td>Baseline function</td>
<td>To decide which treatments might help your (mother) the most, I need to know more about her. What <strong>type of activities</strong> was she doing day-to-day before this illness?</td>
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| Patient's Values (select appropriate questions) | Has she **previously expressed wishes** about the kinds of medical care she would or would not want?  
If time is short, what is **most important to her**?  
**How much** would she be willing to go through for the possibility of more time?  
What **abilities are so crucial** to her that she would consider life not worth living if she lost them?  
Are there states she would consider worse than dying? |
| Summarize                     | What I heard is ___. Did I get that right?                                  |
| Make recommendations          | We will use all available medical treatments that we think will help your loved one recover from this illness. For her, this means care focused on ___. We will do ___ and not do ___. |
| Forecast [If they elect ICU care] | I hope these treatments will help your [mother]. We are still worried about how sick she is – the ICU team will discuss with you how (your mother) is responding to treatment in the next 24 to 48 hours. |

Table 1: Version 04/03/2020 v2, created by Kei Ouchi, MD, MPH and Naomi George, MD