The University of Arizona
Health Sciences

The CARES Toolkit

End-of-Life **Ca**ses and **Res**ources:

An Interprofessional Toolkit for Health Science Students

Facilitator Notes

Case Title

Directions

1. Develop a series of questions and answers that address specific discussion points.

2. Develop 1-2 different scenarios (with questions and answers) that change or add discussion points.

3. Develop a list of needed community/healthcare resources and support services.

Possible Discussion Points (See Pages 11-13 for Example Questions):

- Difficult Conversations
- Ethical / Legal Considerations
- Patient Goals, Preferences and Values
- Medical Decision-Making Capacity
- Social Determinants of Health
- Advance Care Planning
- Community Resources/Access to Care
- Cognitive Impairment
- Health Literacy
- Sensory Deficits
- Ageism, Gender or Other Bias
- Cultural Humility / Diversity / Spiritual Considerations
- Family / Caregiver Concerns
- Limited English Proficiency
- Public Policy

Questions

Develop a series of questions and answers that address specific discussion points.

Acronym	Meaning	Order/Form	What It Is
DNR	Do Not Resuscitate	physician order	No CPR and typically no intubation
DNI	Do Not Intubate	physician order	No intubation; may include no CPR at some facilities
AND	Allow Natural Death	physician order	Usually no CPR or intubation
POLST (MOLST)	Physician (Medical) Order for Life-Sustaining Treatment	physician order	Varies depending on the contents from full CPR to full DNR
ACP	Advance Care Plan	varies	Varies depending on the contents
AD	Advance Directive	legal form	Varies depending on content; 18 and up only

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Scenario 1 and Questions

Develop 1-2 different scenarios (with questions and answers)
that change or add discussion points.

Scenario 2 and Questions

Develop 1-2 different scenarios (with questions and answers) that change or add discussion points.

Resources and Support Services for the Patient / Family

Develop a list of needed community/healthcare resources and support services.

Example Questions for Discussion Points

Difficult Conversations

- What is the specific communication/conversation skill(s) that is needed for this case? (e.g., Best Case/Worse Case framework; Serious Illness Conversation)
- How would you begin the conversation?

Ethical / Legal Considerations

- Are there any ethical/legal considerations that need our attention?
- Do they have a medical power of attorney?

Patient Goals, Preferences and Values

- How do you ensure you know/understand the patient's care preferences and values?
- What strategies would you use to assess the patient's goals, preferences, and values?

Medical Decision-Making Capacity

- Decision-Making capacity is always related to a specific medical decision. Capable patients have the legal and ethical right to make their own treatment decisions.
- Does the patient have decisional capacity? What more would you need to know?

Community Resources / Access to Care

- What community or healthcare resources or services would help the patient and/or family?

Social Determinants of Health (SDH)

- How would you address any known SDH issues? (food, housing or transportation insecurities; childcare, utility, legal, or education needs; financial resources; employment instability).

Advance Care Planning

- What do you see as the important decisions that the patient/family are facing?
- What specific knowledge is needed to provide the best of care? (e.g., definition of palliative care vs. hospice benefits).

Cognitive Impairment

- Does the patient have any cognitive impairment?

Health Literacy

- Can the patient understand and navigate health-related issues? Note: health literacy is different from general literacy.

Sensory Deficits

- Does the patient have any sensory impairment (hearing, vision)?

Ageism, Gender or Other Bias

- Can you identify any overarching bias?
- Can you identify any possible assumptions one might make about this patient? Note: Ageism occurs for people of ALL ages.

Cultural Humility / Diversity / Spiritual Considerations

- How does the patient's culture influence our approach to care?
- What terms may be misunderstood because of cultural definitions?

Family / Caregiver Concerns

- Does the patient have a caregiver?
- What is their relationship?
- Does the patient live with the caregiver?
- If not, does the caregiver live close-by or are they a long-distance caregiver?
- How is caregiver handling the stress of being a caregiver?
- Do they need support/resources?

Limited English Proficiency

- How do you identify if someone has limited English proficiency?
- When do you know you should bring a translator into the conversation?
- How do you access a translator?

Public Policy

- What information about this patient might inform public policy or regulatory action?

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