# The CARES Toolkit

# End-of-Life Cases and Resources:

An Interprofessional Toolkit for Health Science Students

**Facilitator Notes** 

Case Title

# **Directions**

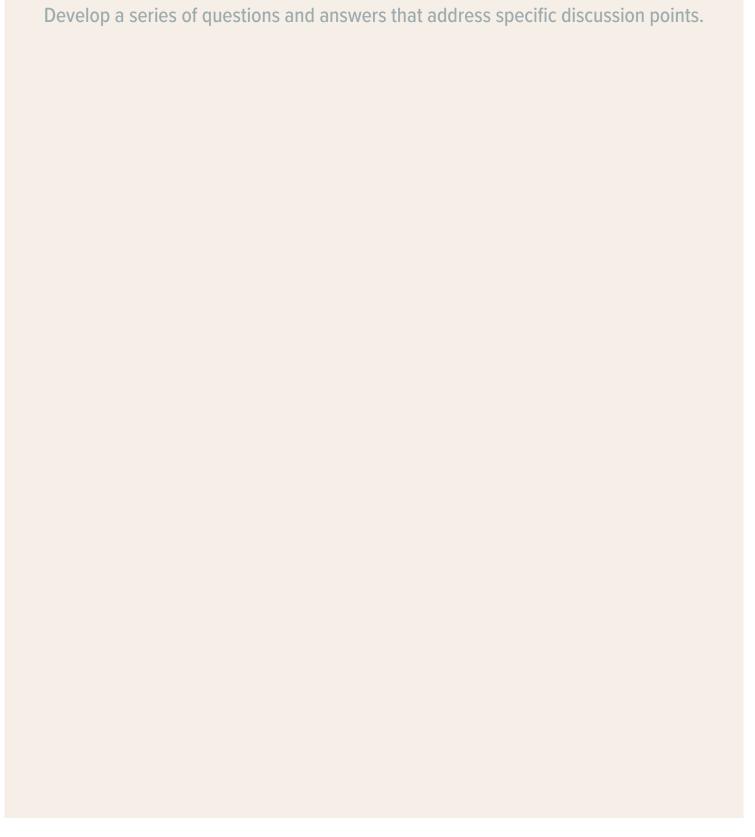
- Develop a series of questions and answers that address specific discussion points.
- Develop 1-2 different scenarios (with questions and answers) that change or add discussion points.
- Develop a list of needed community/healthcare resources and support services.

## Possible Discussion Points (See Pages 7-9 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



# **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 Tony's care preferences and values?
- What strategies would you use to assess Tony'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 Tony have decisional capacity? What more would you need to know?

# **COMMUNITY RESOURCES / ACCESS TO CARE**

 What community or healthcare resources or services would help Tony and/ or his 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 Tony and his 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 Tony or any his family member have any cognitive impairment?

#### **HEALTH LITERACY**

• Can Tony and his significant other understand and navigate health-related issues? Note: health literacy is different from general literacy.

# **SENSORY DEFICITS**

## AGEISM, GENDER OR OTHER BIAS

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

#### **CULTURAL HUMILITY / DIVERSITY / SPIRITUAL CONSIDERATIONS**

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

# **FAMILY / CAREGIVER CONCERNS**

- Does Tony have a caregiver?
- What is their relationship?
- Does Tony live with the caregiver?
- If not, does Tony 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 case might inform public policy or regulatory action?