



REMAP

1. **REFRAME** the situation.
2. **EXPECT EMOTION NURSE.**
3. **MAP OUT** important values.
4. **ALIGN** with the patient & family.
5. **PLAN** treatments to uphold values.

ASK patient/family understanding	<i>"What is your understanding of where things are with your cancer?"</i>
ASK permission to give information	<i>"Would it be alright if I share what I know?"</i>
TELL deliver a clear, concise HEADLINE	<i>Information + Meaning</i>
ASK check for understanding or agreement	<i>"To make sure I did a good job giving you the information, tell me what you will tell your spouse about our conversation."</i>

NURSE

Recognizing and Responding to Emotion

NAMING “You sound frustrated.”

UNDERSTANDING “I can’t even imagine...”

RESPECTING “I am impressed that...”

SUPPORTING “I am here to help you through this.”

EXPLORING “Tell me more.”

Values	<i>“Knowing this news, what is most important to you?”</i>
Activities	<i>“When thinking about the future, what would you like to be doing?”</i>
Living Well	<i>“What would be an unacceptable quality of life for you, or a life worse than death?”</i>
Uncertainties/ Worries	<i>“What worries you most?”</i>
Experience with illness	<i>“Has anyone in your life been seriously ill or died? How does that impact your decisions?”</i>
Strength/Story	<i>“What gives you strength?”</i>