

# Communication Designation

This Learning Pathway provides continuing education on how to have skilled conversations with patients living with a serious illness, and their families. This training includes how to discuss serious news and prognosis, conducting a patient and caregiver meeting, and supporting difficult decision-making. Clinicians can use CAPC Designation to demonstrate communication expertise for this patient population.

## **Delivering Serious News to Patients and Caregivers**

Learn best practices for having patient-centered conversations about a serious illness diagnosis. These discussions are the foundation of building a trusting clinician-patient relationship.

## **Communicating Prognosis to Patients and Caregivers**

Learn how to effectively discuss prognosis with patients and their caregivers to ensure understanding and set the context for decision-making.

## **Leading Goals of Care Conversations**

Learn best practices for building trust, eliciting patient values, and having patient-centered conversations about goals of care.

## **Conducting Effective Patient and Caregiver Meetings**

Learn to effectively lead conversations that address a range of concerns and emotions to help patients and caregivers become aligned around the patient's goals.

## **Care Planning Conversations**

Learn techniques to help patients and their caregivers plan for the future, both during the early stages of a serious illness and as a disease progresses.

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