

# Communication Skills for Conversations About Serious Illness

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This Learning Pathway contains training and tools to help health professionals navigate difficult conversations with patients living with a serious illness.

## **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.

## **Goals of Care Conversation: Role Play**

In this video, Kacey Boyle, RN, MSPC, leads us through an example of a goals of care conversation between a clinician and a patient.

## **Conversation Script: Goals of Care**

This conversation script provides skills and techniques for conducting goals of care conversations with patients, regardless of the existing clinician-patient relationship.

## **Do's and Don'ts: How to Talk about Palliative Care with your Patients**

A quick and easy reference for what to say - and what not to say - when communicating about palliative care.

## **Talking to Patients About Hospice: Role Play**

In this video, Jonathan Fisher, MD, leads us through a mock conversation between a patient whose illness has progressed, and a clinician who explains the benefits of hospice care.

## **Conversation Script: Talking to Patients About Hospice**

This communication script provides techniques for clinicians to foster meaningful conversations about hospice.

## **Billing and Coding for Advance Care Planning (ACP) Services**

Requirements, best practices, documentation requirements, and time thresholds for Advance Care Planning (ACP) services.

## **Prolonged Services Billing**

Deep dive on prolonged services billing in all care settings.

## **Empathic Responses Guide**

This resource provides practical samples of empathic responses to use in conversations with patients and families, as well as template responses to challenging questions. Developed by VitalTalk.

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