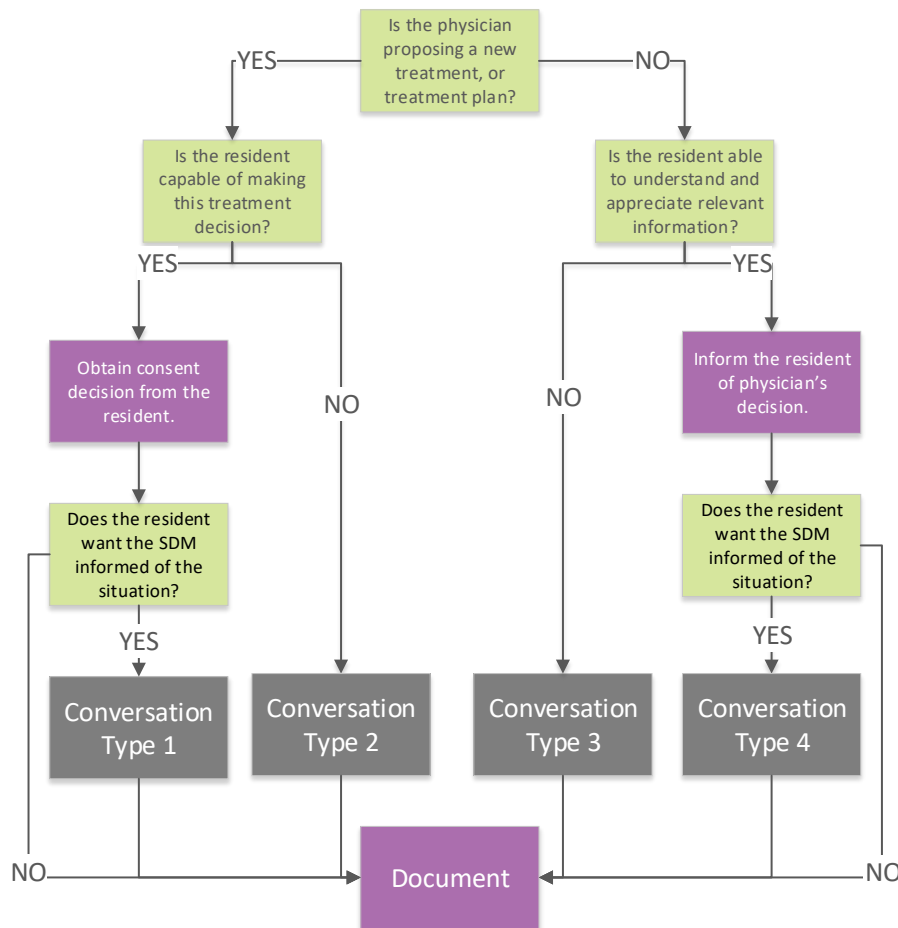


Conversation Guide: Speaking with Substitute Decision Makers (SDMs) about Changes in Condition

This tool is intended to be used by nurses when there is a change in the resident's condition. This guide helps nurses to identify what type of conversation is required by the situation (Step #1), and their own role in that conversation (Step #2). This guide should be used after the nursing assessment is completed, and after the physician has been consulted.

Step #1: Why type of conversation is required?

Use the process map below to help you determine which type of conversation (1, 2, 3, or 4) you will be having with the Substitute Decision Maker.



Step #2: What is your role in the conversation?

Once you know what type of conversation you will be having (1, 2, 3, or 4) use the table below to help prepare yourself for the specific conversation you will be having.

	Are you asking the SDM to make a decision?	Your role	What you can say to start the conversation
Conversation Type 1	No; the resident is the decision maker.	Informing SDM of the situation	<i>"Your loved one has asked me to inform you about a decision they have made with the physician."</i> <i>"Your loved one has asked me to update you about changes to the treatment plan."</i>
Conversation Type 2	Yes; the resident is not capable of making this decision.	Presenting the physician's proposal to the SDM	<i>"The physician has a new proposal. Since your loved one is not capable of making this decision at this time, I am presenting it to you."</i>
Conversation Type 3	No; the physician has not suggested any changes.	Informing the SDM of the situation.	<i>"I am calling to update you about a change in your loved one's condition and how we are managing it."</i> <i>"Your loved one's condition has changed and I am calling to let you know what we are doing for them."</i>
Conversation Type 4	No; the physician has not suggested any changes.	Informing the SDM of the situation, at the resident's request.	<i>"Your loved one has asked me to update you on the current situation."</i> <i>"I'm calling at the request of your loved one, just to let you know of recent changes."</i>