

Difficult Conversations: End of Life Issues, Hospice & Palliative Care

The Visual House Model

Objectives

Upon completion of this program, the nurse will be able to:

- ▶ Describe each part of the framework that makes up the Visual House Model.
- ▶ List three ways to set the stage for a conversation.
- ▶ Name three signs of a good listener.

Quotes

- ▶ Dr. Anthony Back
 - ▶ “ I ask my patients when they come to see me to bring a portfolio of hopes”.

- ▶ Dr. Marilyn Pattison
 - ▶ “Always tell patients/families what we **ARE** going to do for them—**NOT** what we are **NOT** going to do”.

The Visual House Model

- ▶ Created by Tammy Bhang ARNP, DNP and Juan Iregui MD
- ▶ Background
- ▶ Why use this
- ▶ How to use this model

Foundation

- ▶ Asking Permission: Is this a good time to talk?
- ▶ Prepare: Sit down, eye contact, make patient comfortable
- ▶ Treat Symptoms: Pain, get medication, thirsty - water
- ▶ Negotiate Agenda :

Relationship

First wall

- ▶ Obtain Patient Story:
- ▶ Can you tell me in your own words what you have heard about your medical condition?
- ▶ Are you able to do the things you enjoy?
- ▶ Where do you get strength and support?
- ▶ What is your body telling you?

Patient
Story

The Second wall

- ▶ Medical information
- ▶ Ask permission: Would it be ok if I share medical information now?
- ▶ Name Emotion/Empathetic Statement/Align Hope
- ▶ Deliver Headline & BE SILENT (let them break silence).
- ▶ Align hope /Intention; What is most important to you?

Medical Story

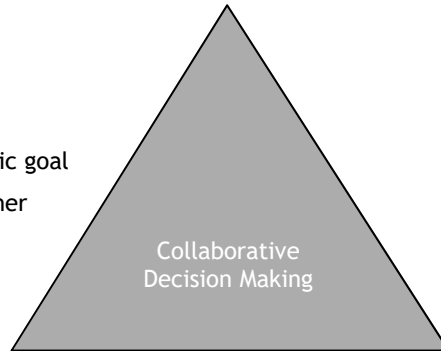
The Ceiling

Medical Recommendation

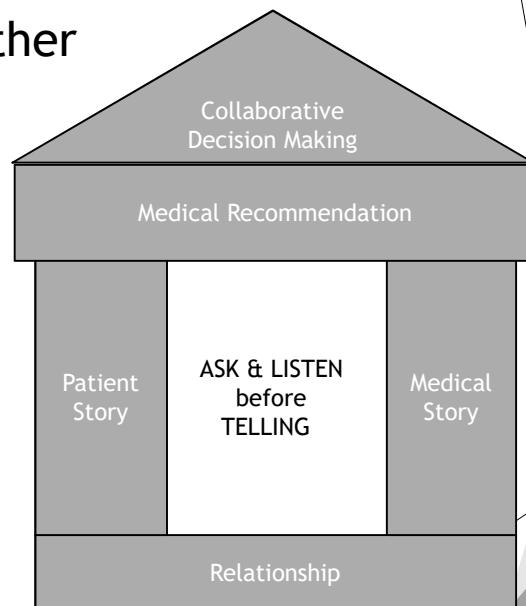
- ▶ This is what I hear is important to you: list them
- ▶ Is this correct? (confirm the list is correct)
- ▶ Would it be okay if I make a recommendation
- ▶ Based on what is important to you I recommend the following. Make recommendations that match their goals.
- ▶ What do you think about this plan? (Obtain their opinion about your recommendations)

The Roof

- ▶ Continue to partner with them
- ▶ Consider a time limited trial w/specific goal
- ▶ Protect the quality of the process rather than judging the quality of their decision



Putting it all together



References:

1. Creating a Climate for Healing: A Visual Model for Goals of Care Discussion
Tammy Newman Bhang, MN, ARNP, ACHPN, and Juan C. Iregui, MD, MA
FAAHPM. Journal of Palliative Medicine Volume 16, Number 7, 2013
Mary Ann Liebert, <https://www.liebertpub.com/doi/pdf/10.1089/jpm.2012.0633>
2. Fast Facts: <https://www.mypcnow.org/fast-facts> search by numbers 222,223, 224,225,226, 227 and 360.
3. "Late Fragment" by Raymond Carver From A New Path to the Waterfall, Atlantic Monthly Press, 1989.

I leave you with a poem by Raymond Carver: Late Fragment

And did you get what you wanted from this life, even so?

I did.

And what did you want?

To call myself beloved

To feel myself beloved on the earth.

Thank you!