

# Serious Illness Care Program

## Use these skills to attend to emotion

### NURSE

Name	It sounds like you're frustrated.
Understand	This helps me understand what you are thinking.
Respect	I can see that you've really been trying to follow our instructions.
Support/Silence	I will do my best to make sure you have what you need.
Explore	Could you say more about what you mean when you say that...

### PEARLS

Partnership	Let's work together on this.
Emotion	Some patients would be frustrated.
Apologize/Acknowledge	I'm sorry we're in this situation.
Respect	I give you a lot of credit for getting through this as you have.
Legitimize	Most people would feel the same way.
Support/Silence	I'm going to stick with you through this.

### Document **1-2** conversations per week (or about 4 per month).

Start small! It takes time and repetition for this conversation to feel natural and routine.

### Set yourself up for success.

In the beginning, choose patients with whom you have a good relationship or with whom the conversation will be well-received.

### We are here to support you.

Please contact us at [advancecareplanning@stanford.edu](mailto:advancecareplanning@stanford.edu) if you have questions along the way or would like a laminated pocket guide.

SICP Resources

