### REMAP\(^1\)  
**A Framework for Late Goals of Care Discussions**

#### REFRAME why the current plan isn’t working
- What do you understand...?  
  - ...about the current medical situation?  
  - ...about what to expect moving forward?  
- Is it ok if I share my understanding?  
- We’re in a different place...

#### EXPECT EMOTIONS and respond empathically
- This is really hard *(see next page for other NURSE skills)*  
- I wish things were different  
- Is it ok if we talk about where we go from here?

#### MAP out what’s important\(^2\)
- In order to figure out the best plan, it would help me to understand: *(Ask a few of the following, until you are confident that you can offer a recommendation based on the patient’s values)*  
  - Given what we’ve talked about, what’s most important to you now?...What else?  
  - What do you hope for? What do you worry about?  
  - As you look toward the future, is there anything you want to avoid?  
  - What does a good day look like now?  
  - What experiences do you have with serious medical situations like this?  
  - How much would you be willing to go through to get more time?

#### ALIGN with the patient’s values
- It sounds like the most important things right now are [X,Y,Z]. Do I have that right?

#### PLAN medical care that matches patient values
- Is it OK if I make a recommendation?  
- If the most important things are [X,Y,Z], I would recommend we...*[discuss what you recommend doing to achieve the goals before what you recommend not doing because it won’t achieve the goals]*  
- How does that sound?
### NURSE³: Ways to verbally respond to emotion

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<tbody>
<tr>
<td><strong>N - Name</strong></td>
<td>“It sounds like you’re [worried about your family]”&lt;br&gt;“This is not what either of us were expecting”</td>
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<td><strong>U - Understand</strong></td>
<td>“I can’t imagine [how hard this must be]”&lt;br&gt;“Anyone would be [upset]”</td>
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<td><strong>R - Respect</strong></td>
<td>“You have done everything right”&lt;br&gt;“You’ve been a wonderful advocate for your mom”</td>
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<td><strong>S - Support</strong></td>
<td>“I’ll be there every step of the way to answer your questions and help you through this.”</td>
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<td><strong>E - Explore</strong></td>
<td>“Tell me more…”&lt;br&gt;“What’s going through your head right now?”</td>
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### PEARLS:

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<tbody>
<tr>
<td>“I wish…”&lt;br&gt;(Wish Statements)</td>
<td>“I wish more chemotherapy would help”</td>
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<tr>
<td>“We…”&lt;br&gt;(We statements)</td>
<td>“I know this isn’t what we were hoping for.”</td>
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<td>Ask Permission</td>
<td>“Would it be helpful if I talked about next steps?”</td>
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### References: