Goals of Care Conversations: Communication Skills Training Programs

Jill Lowery, PsyD
Chief, Ethics Policy (Acting)
Lead, Life-Sustaining Treatment Decisions Initiative
National Center for Ethics in Health Care
U.S. Department of Veterans Affairs
VA Life-Sustaining Treatment Decisions Initiative

- **New national policy**: proactive goals of care conversations required for high-risk patients
- **New EHR tools**: easy-to-locate progress note template and LST order set
- **Goals of Care Conversations Training** for clinicians who care for patients with serious illness

Our self-assessments of communication skills need calibration

Goals of Care Conversations Training

• Developed with Vital Talk
• Five interactive modules, each 45-50 minutes
• Teach a talking map; practice via drills
• Very high ratings (immediately and at four months)
• Nationwide: 765 GOCC Trainers
  – 3+ training sessions per year for 3+ years
• Now have 121,519 patients with documented goals of care conversations and LST plans

February 1, 2019
Goals of Care Conversations Training

For Physicians, APRNs, & PAs

For RNs, Social Workers, Psychologists, & Chaplains

All training materials are available for public use.

https://www.ethics.va.gov/goalsofcaretraining.asp