Great conversations
When discussing work stress, starting with advice rather than listening is usually not received well.

Dan, RN
Seasons Hospice and Palliative Care of Delaware
Person-centered care
Groups that 
take turns speaking and 
attend to non-verbal cues 
are better able to manage 
risky topics

Task: “Can I get something for my nausea?”

Relational: “We’ll get through this together.”

Identity: “I want to try this on my own.”

the conversation game
for living and dying well

GREAT CONVERSATIONS START WITH Hello
“The game experience was a positive, satisfying, and enjoyable activity for participants.”

78% of people who played “Hello” went on to perform an advance care planning activity.

In order to provide you with the best care possible, what three non-medical facts should your doctor know about you?
Thursday, May 26 2016
RN: Rima
CNA: Yaina
Team director: D

In order to provide you with the best care possible, what three non-medical facts should your doctor know about you?

Loved to sing
Loves food
Has son graduating high school on 6/9