

The health care system sometimes presents barriers to good end-of-life care; hopefully, these materials can help with care and advance planning.

# Improving Your End-of-Life Care

## Patient Education And Caring: End-of-Life (PEACE) Series

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Leading In

Welcome to the PEACE series. These end-of-life care education materials can be icebreakers for hard conversations with patients and families, help focus discussions, and serve as take-home brochures. They probably work best as tools for the exam room but can also be used in the waiting room.

Improving patient end-of-life care from the exam room.

- Ask yourself as you see patients: Would I be surprised if this patient died this year? If the answer is “no,” the patient might benefit.
- Ask yourself: Has this patient been in the ICU lately? If the answer is “yes,” the patient might benefit.
- Consider the “tips” on this sheet as you see these patients.

It is often easier to have conversations with patients who have serious chronic (eventually fatal) illness than to those who are closer to death.

Patients, of course, need accurate information. But we all also need to feel heard.

Talking is often easier than listening. Being sure to pause in conversation, asking open-ended questions, and "empathetic listening" can help.

Let me know if you have any questions or feedback. I'm always happy to hear from you.