



Family Conference: Study & Discussion Guide

I. Review the family conference goals, nurse's roles, and suggested skills in the Skill and Conversation Handout. The nurse's roles in a family conference are:

- Ensure key topics are discussed
- Provide emotional support
- Ensure family understands information
- Encourage discussion of patient preferences

II. Have a paper and pen and the Skill and Conversation Handout ready. As you watch the video, respond to the following questions:

- What emotions do you see or hear Sandra's family express? Write specific phrases or non-verbal behaviors you saw in the video.
- What skills do Annie and the physician use to respond when family members express emotion? Give specific phrases or non-verbal expressions. How do their responses seem to affect the family members?
- What skills does Annie use to ensure key topics are discussed during the conference? Give specific phrases from the conversation.
- What skills does Annie use to ensure the family understands information provided during the meeting? Give specific phrases from the conversation.
- What skills does Annie use to encourage discussion of Sandra's preferences? Give specific phrases from the conversation.

III. Take-aways

- What summary of the family conference would you provide during report to the nurse coming on next shift to care for Sandra? Alternately, how might you capture it in a note?
- The next time you or an oncoming nurse speaks with Sandra's husband and brother, what do you want to check in about or provide support around?

IV. Reflection

- Reflect on a family conference you attended. What was challenging to you about participating in the family conference discussion?
- What skills did you see here that might help meet a similar challenge in the future?

V. Practice

- Watch the video again, pausing after the family and physician speak to practice responding in your own words using the skills you've learned.
- Choose a skill to practice the next time you attend a family conference. Notice the impact of your words on the family and the course of the meeting. Alternately, notice the impact of your words or actions on the physician. Debrief this with a friend or colleague.