Negotiating Conflict in the Family Meeting
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10 mins Introduction Round Robin:
• What and where is your work?
• Where and when do you conduct family meetings?

15 mins Family Meeting Discussion
• Significance and Evidence
• Meeting Steps
  o Pre-Meet
  o Introduce
  o Assess
  o Update
  o Empathize
  o Prioritize
  o Align
• REMAP cognitive guide

5 mins Role Play Introduction – simulation, acting with strangers, nature of conflict
- Break into 3 small groups of 8, separate rooms -

30 mins Role Play – Please read attached case before session. – all roles available, with specific role info during session

15 mins Group Debrief
• Powerful? / Realistic?
• Next steps for me and my organization?

References:
1. www.Vitaltalk.org – tools, videos, courses
Role Play Case – please read in advance

Ms. Duncan is a 54-year-old woman with pancreatic cancer diagnosed six months ago. She has had several lines of chemotherapy and a Phase I trial, all with relentless disease progression. Over the past two months she has become weak, cachectic and progressively jaundiced.

She was admitted to the ICU 3 days ago for pain, jaundice, and GI bleeding. She was treated aggressively per her stated wishes. She had massive aspiration and was intubated yesterday. Her bleeding has stopped with FFP; she requires pressors and 100% oxygen on a ventilator and has acute renal failure. Although unconscious, Ms. Duncan can be seen to become agitated and uncomfortable when suctioned. She grimaces spontaneously at seemingly random moments.

GI, Pulmonary, and Oncology consults have said that her condition is catastrophic – although she may remain in the current state for days to a week, there is no prospect of breathing without a ventilator or leaving the ICU.

The Setting: A family meeting was arranged in the ICU conference room to review goals of care and next steps.

Attending the Meeting (all roles to be filled by group participants, with trades and substitutions as we go)

- Hospitalist Attending (does not have to be an MD/DO!)
- Bedside Nurse
- Social Worker
- Husband – Health Care Proxy, lives at home
- Daughter 17, lives at home
- Son 20, arrived last night from his college
- Sister – lives 200 miles away
## REMAP Tool for Transitions/Goals of Care

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<thead>
<tr>
<th>Step</th>
<th>What you say or do</th>
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<td>1. Reframe why the status quo isn’t working.</td>
<td>You may need to discuss serious news (eg a scan result) first. “Given this news, it seems like a good time to talk about what to do now.” “We’re in a different place.”</td>
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<td>2. Expect emotion &amp; empathize.</td>
<td>“It’s hard to deal with all this.” “I can see you are really concerned about [x].” “Tell me more about that—what are you worried about?” “Is it ok for us to talk about what this means?”</td>
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<td>3. Map the future.</td>
<td>“Given this situation, what’s most important for you?” “When you think about the future, are there things you want to do?” “As you think towards the future, what concerns you?”</td>
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<td>4. Align with the patient’s values.</td>
<td>As I listen to you, it sounds the most important things are [x,y,z].</td>
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<td>5. Plan medical treatments that match patient values.</td>
<td>Here’s what I can do now that will help you do those important things. What do you think about it?</td>
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From Vitaltalk.org – see reference 1