

Role Play #1

A POLST Conversation

2 to 3 participants: Staff, Resident, Observer (optional)

Staff Person

Key Points: CPR requires Full Treatment, Additional Orders

You will be playing the role of the staff person (Nurse, Social Worker, Chaplain). A third person may be an observer (providing feedback at the end, plus timekeeper). During the role play you will be speaking with a resident, Mr. Lee, for the first time assisting him in completing a POLST.

Background: The resident is Mr. James Kevin Lee, age 79. He is admitted to the skilled nursing facility for rehabilitation following surgery for a fractured hip after slipping on the porch stairs. He has mild hypertension, but is otherwise healthy and mentally alert. He is anxious to return home. He has not completed an Advance Health Care Directive. He has decisionmaking capacity.

Staff Person: Use POLST Script or Cue Card (Complete a POLST form with Mr. Lee)

1. **Introduce** yourself and the POLST Conversation, preparing the resident to complete his POLST.
2. **POLST Section A: Explain Section A**, using the Cue Card and document Mr. Lee's choice.
 - ❑ He chooses "Attempt Resuscitation".
3. **POLST Section B: Continue and explain section B**, saying, *"When you choose Attempt Resuscitation, you must choose Full Treatment for Section B."*
 - ❑ Mr. Lee states, *"But I want to be kept comfortable."*
 - ❑ **You respond** to his statement and tell him, *"We will always focus on making sure you are comfortable. But if you choose Attempt Resuscitation we must choose Full Treatment, since nearly everyone requires intubation and the ventilator with CPR."*
 - ❑ Mr. Lee states he wants **Full Treatment**.
4. **You then ask the resident** what he would want if he were on the ventilator and the doctor did not think he would recover. **You say**, *"If you do not want to be kept on life support if the doctor did not think you were getting better, we can write that"* (on Additional Orders, Section B, "Do not keep me on prolonged life support if I am not expected to recover").
 - ❑ Mr. Lee wants you to write, *"Do not keep me on prolonged life support if I am not expected to recover"* in the Additional Orders section.
5. **POLST Section C: Introduce Section C**, using the Cue Card. Document Mr. Lee's choice.
6. **Encourage** Mr. Lee to complete an **Advance Health Care Directive**. Discuss the importance of naming an agent/decisionmaker, if in the future, he is unable to make his own decisions.
7. **Document** any questions the resident may have for his physician and arrange for follow-up if appropriate. Inform the resident that his POLST can be changed in the future if he ever wants to or if he has a change in his health.

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Resident

Key Points: CPR requires Full Treatment, Additional Orders

You will be playing the role of the resident. A third person may be an observer (providing feedback at the end, plus timekeeper). During the role play you will be the resident speaking with a staff person (Nurse, Social Worker, Chaplain) to discuss completing your POLST.

Background: You are Mr. James Kevin Lee, age 79. You were admitted to the skilled nursing facility for rehabilitation following surgery for a fractured hip after slipping on the porch stairs. You have mild hypertension, but are otherwise healthy and mentally alert. You are anxious to return home. You have not completed an Advance Health Care Directive. You are capable of making your own decisions.

Resident:

1. **POLST Section A:** After staff introduces Section A, you choose **Attempt Resuscitation** and say, ***“Yes, I want CPR.”***
2. **POLST Section B:** Staff describes that with Attempt Resuscitation, Section B requires Full Treatment because CPR nearly always requires intubation and a ventilator. **You** state, ***“But I want to be kept comfortable.”***
 - ❑ The staff person explains that it is always important to manage pain and symptoms. Again the staff person explains that your choice of **“Attempt CPR”** requires **“Full Treatment”**.
 - ❑ **You** tell the staff person, ***“Yes, then I want Full Treatment.”***
3. When the staff person asks if you would want your life prolonged if you were not improving, **you** state, ***“I DO NOT want to be kept alive if I’m dependent on machines or won’t get better.”***
 - ❑ Staff documents on POLST, **“Do not keep me on prolonged life support if I am not expected to recover”** in the Additional Orders section.
4. **POLST Section C:** Staff person introduces Section C, describing ***“if in the future, another stroke occurred”*** and asks if you would want Artificial Nutrition. **You** tell the staff person, ***“I do NOT want any tubes to feed me.”***
- 5.. **AHCD:** You ask for a copy of an Advance Health Care Directive. Tell the staff how much you appreciate that they took the time to talk to you about this important subject. **You** can say, ***“I am happy you talked to us about what kind of care people want if they become very ill.”***

Role Play #1

A POLST Conversation

2 to 3 participants: Staff, Resident, Observer (optional)

Observer and Timekeeper Key Points: CPR requires Full Treatment, Additional Orders

You will be watching a role play between a staff person and a resident. When they have reviewed their roles (4 to 5 minutes), the role play will begin. At the end of 10 to 12 minutes, stop the role play. As the Observer, you will provide feedback, as outlined below. Please make note of particular things that were said/done by the staff person that you felt were helpful.

1. Keep track of time. Stop role play after 10 to 12 minutes, even if they are not finished.
2. Write down key words or points covered that were helpful.
3. Note details where you would offer suggestions for improvement.
4. Spend about 5 minutes at the end of the role play, asking how each person felt the role play went and offer your feedback, both positive and negative to improve.

Background: The resident is Mr. James Kevin Lee, age 79. He is admitted to the skilled nursing facility for rehabilitation following surgery for a fractured hip after slipping on the porch stairs. He has mild hypertension, but otherwise healthy and mentally alert. He is anxious to return home. He has not completed an Advance Health Care Directive. He has decisionmaking capacity.

Key areas to observe:

- A. Participants introduced themselves.
- B. Staff person informed resident of choices and explained that if Attempt CPR is chosen, then Medical Interventions, Section B must be Full Treatment.
- C. Staff person responded to resident's questions.
- D. Importance of the AHCD was emphasized and explained.
- E. Follow-up plan was developed, if needed.