

'NURSE' Empathy Statements

N - Naming "You seem upset."

U - Understanding - Help me understand.

R - Respecting - "I can see how hard you're trying to manage your high BP"

S - Support - "This must be hard. I'd like to help you by..."

E - Explore - "Tell me more."

Goals and Values Questions

1. If your health was to get worse, what are your most important goals?
2. What are your biggest worries?
3. What gives you strength as you think about the future?
4. What activities bring joy and meaning to your life?
5. If your illness was to get worse, how much are you willing to go through for the possibility of having more time?
6. How much do the people closest to you know about your priorities and wishes for your care?
7. Having talked about all of this, what are your hopes for your health?