

Changing Code Status by Patient MSOFA Categories:

INTRODUCTION

What they say: Hello

What you say: I have something serious to talk with you about, are you in a place where we can talk?

What they say: yes, I can talk

What you say: Share information about patient's condition in simple terms , *"I wanted to talk to you so that we can match up the treatments our hospital can provide with your [your dad's] goals and values."* USE REMAP (see handout) to discuss patient values and goals. They may be consistent with DNAR already, may want limited or comfort care rather than DNAR -Advanced.

TO DISCUSS POLICY:

What you Say:

First talk about what you **CAN** do:

"We are doing everything we can to help him get better. We are giving oxygen and medications to support him."

Then share policy:

"With the current public health emergency, we have a policy in place so that we can use resources in a way that is fair for everyone. For patient's as sick as your [dad], we know that if their heart stops, we don't have any treatments that will help him to survive. What this means is that we won't do CPR. We are using the same rules with every other patient in this hospital."

What they say: You're playing God, You can't do that...or similar

What you Say: I'm very sorry, I didn't mean to give you that feeling. Across the city, and nation, every hospital is working hard to combat this crisis and working together in ways that are fair to everyone. I realize that this is hard news to hear and very disappointing.

What they say: How can you just do that?

What you say: I'm so sorry that his/her condition has been carefully evaluated, using the same criteria that every patient in our hospital and most hospitals across the nation are using in this extraordinary time. We are following special crisis guidelines that apply to everyone here. We simply cannot provide CPR to those patients who will not survive. I wish things were different.

What they say: Who can I complain to? Or How can I fight this?

What you say: We have a team that exists just to ensure everyone is treated the best way possible given our limited resources. I will personally ask that they review this case. Your [dads] __ code status will be changed until they meet and then both you and our treating team will be advised of their decision.

What they say: Who's on this committee?

What you say: It is made up of a multi-disciplinary group of doctors, nurses, social workers, chaplains, therapists and others to act as a larger group to review situations where there are disputes to assure that we are following the established disaster guidelines for treating patients during this extraordinary time as we address this Pandemic.