

Conversation #1: As a family member, it is important that...	Conversation #2: As a family member, it is important that...	Prioritized Values
<ul style="list-style-type: none"> • I feel heard by/acknowledged by the healthcare team • to understand there is more than “one truth” (patient vs. family) • information is necessary; what to expect so they can assist to help patient follow through • to be patient centered but what they want may not be in their best interests – do we always give people what they want • frank conversations occur to outline the risks/consequences if patient’s decisions (self-determination) and impact on themselves/family 	<ul style="list-style-type: none"> • to feel heard • to know the plan • information • included – know what is going on to know your team • care providers are compassionate • to be acknowledged as a person, not a bed • support/include family • involve in decision making\open visiting hours • tolerance and understanding\your concerns require attentions • acknowledge multiple requests for information • acknowledge the special relationships • accept broad interpretation with family • take time to provide information; ask questions from family 	<ul style="list-style-type: none"> • I feel heard by/acknowledged, respected, trusted by the health care team • information/knowledge is vital to reduce families anxiety considering there is more than “one truth”