Communication approaches

CARESEARCH®
palliative care knowledge network

Tools and resources on communication approaches for use in clinical practice, education and training

Implement this tool

End of Life Essentials 'How to discuss a prognosis' (816kb pdf)
Clinical practice guidelines for communicating with patients about end-of-life issues

Read this resource

Serious illness conversation guide (589kb pdf)
Understand conversation flow with suggestions of questions and statements tested by patients

Download this app

VitalTalk Tips App
Develop your communication skills to build trust with patients living with series illness and guide them to medical decisions that align with their values and preferences

Embed this framework

REDMAP framework for the Supportive and Palliative Care Indicators Tool (SPICT)
Conduct conversations easier with people who are living with progressive illness and their families

Access this tool

SPIKES communication model (717kb pdf)
Apply this 6-step protocol to deliver bad news effectively to the patient living with advance illness

Optimise your learning

A quick guide to your first conversation about palliative care
Make initial conversations about palliative care easier with people from disadvantaged backgrounds