

A.C.E.S. Tool for Having Discussions about Wishes

A	<p>ASK</p> <p>why the resident has that wish</p>	<p style="text-align: center;"><i>Can you tell me why you think that? (you can emphasize that you are not asking them to defend the wish)</i></p> <p style="text-align: center;"><i>Can you tell me why your wish [summarize] is important for you?</i></p> <p style="text-align: center;"><i>It sounds like you've thought a lot about that; can you tell me what led you to that wish?</i></p>
C	<p>CLARIFY</p> <p>what the resident means by the words he or she uses</p>	<p style="text-align: center;"><i>People can mean different things by [repeat term]. What do you mean by that?</i></p> <p style="text-align: center;"><i>When you say that you don't want [x] do you also mean that you would not want [y]?</i></p>
E	<p>EXAMINE</p> <p>apparent inconsistencies between the resident's different wishes</p>	<p style="text-align: center;"><i>I just want to make sure I've understood you correctly. I think you said that you want [x] but that you don't want [y]. To me, these are the same thing. Can you explain the difference that you see? Maybe you mean something different than what I have in mind?</i></p>
S	<p>SUMMARIZE</p> <p>the resident's wishes</p>	<p style="text-align: center;"><i>So from everything you've said, it sounds like you would want [summarize] and you would not want [summarize]. Is that right?</i></p> <p style="text-align: center;"><i>Tell me if I have this right [summarize].</i></p>

