Global Rating Form Definitions
Module 2: Soliciting the Pt/family Story

Solicited the Patient/Family Story
- Explored Pt/family story via open ended questions
  - How do you understand your situation?
  - What is important for you to talk about right now?
  - From where do you draw your strength to cope with this situation?
  - What are your past experiences with serious illness and loss?
  - Who is your “family” that will support you?
  - What are your goals (fears, hopes)
  - What else do you want me to know about who you are and what you believe
- Asked deeper Questions
  - Didn’t accept patients first answer asked probing questions
  - Didn’t accept patients first answer asked clarifying questions
  - Didn’t accept patient’s first answer asked for specific examples/stories
- Avoided premature answers/solutions
  - Acknowledged pt/family questions but deferred answering until after soliciting pt/family story
  - Did not interrupt patient/family story with clinician diagnosed problems
  - Did not interrupt patient/family story with clinician diagnosed solutions
  - Avoided focusing on details that were peripheral to story
- Developed common story
  - Solicited all participants stories from pt/family
  - Noted common themes in story
  - Noted differing themes in story
  - Assisted pt/family in finding common ground in making sense of their story