

Can We Talk? Toolkit

Can We Talk? is National Patient Advocate Foundation's (NPAF) education campaign to increase awareness of person-centered care in communities. Through workshops, NPAF staff and advocates are convening patients and caregivers, along with other healthcare stakeholders, to equip them with new skills and resources so they are better able to communicate with their doctors, healthcare team, families and friends about the things that matter such as their goals, fears, finances and other unmet needs.

In this toolkit, you will find background information and instructions on how you can use elements of Can We Talk? to educate your family, friends and community about person-centered care. We've outlined three different ways you can help with our initiative no matter where you live or how much free time you have. This toolkit includes:

- Instructions: How To Use Can We Talk? and Hello
- Frequently Asked Questions
- Community Needs Assessment
- Event Request Form

To fully appreciate and understand our goals for Can We Talk?, we recommend experiencing one of our workshops first-hand. You can also play Hello, a conversation game that can be used as a tool to communicate with your healthcare team and loved ones about what matters to you. Once you've participated in Can We Talk? or have played Hello, we would love to hear about your experience! We would also appreciate your input about how you can spread awareness of person-centered care right in your communities. In the meantime, if you have any questions about our Can We Talk? initiative or what you as can do as an advocate for NPAF, please contact Donna Guinn at DonnaG.Kaufman@npaf.org.



Instructions: How to Use Can We Talk? and Hello

Background

Can We Talk? was developed by NPAF staff as an education initiative based on patient- and caregiver-reported distresses identified through research conducted under our Robert Wood Johnson Foundation funded project, *Roadmap to Consumer Clarity in Health Care Decision Making* completed in 2017. Our findings supported other studies that showed patients and families want to be actively involved in their care planning and that they value opportunities for frank, empathic conversations with their loved ones and healthcare team about their quality of life and what matters most to them. Yet they are often reluctant to talk about their finances, work, personal goals or what brings them joy in their healthcare encounters because they don't know how to or they're not asked.

Barriers to these meaningful conversations exist throughout the health system largely because the emphasis of care delivery targets the treatment of the disease with much less focus on taking care of the person beyond the disease. Can We Talk? helps bridge this communication gap by equipping patients and caregivers with the skills and resources to share relevant information with their healthcare team and loved ones related to their quality of life. The goal of Can We Talk? is to help improve connections between patients and the people who care for them through skilled conversations that allow patients to be active participants in their care thereby helping match treatments with personal goals and preferences.

Evidence

Research shows that when patients have access to resources and tools like decision aids, they are more likely to understand their treatment options and risks, and are more likely to make decisions based on what's best for them and their individual circumstances. For this reason, NPAF is developing new resources for patients and caregivers and is using Can We Talk? to feature innovative tools, like Hello, to help overcome communication barriers and make difficult conversations more comfortable.



At NPAF, our goal is to help people talk about what matters most to them by giving them the words to use, whether it be in conversations with family members or their healthcare team. As NPAF advocates, you can help us by introducing person-centered care to your family, friends, co-workers and people in your community!

Activities

Here are ways patients, family caregivers and advocates can raise awareness of person-centered care right in their communities:

Tier	Description	Who can organize?	Where and when can I host?
<p>1</p> <p>Play Hello with family, friends or co-workers.</p>	<p>Hello is best experienced playing with a small group of friends, family or co-workers (2-5 players). The next time you have family or friends gathering, play Hello! You can set aside a certain amount of time, go through a certain number of questions or play the entire game.</p>	<p>All advocates with the Hello game.</p>	<p>Anywhere (that's comfortable) and at any time! At home, church, a coffeeshop, the lunch room at work, a family BBQ, a picnic at the park... sky's the limit!</p>
<p>2</p> <p>Host Hello game with community partners.</p>	<p>Bring Hello to community partners by hosting a Hello game with NPAF's help—ideal for 10-30 participants. This is a great way to help people understand the importance of person-centered care, get people talking about what matters most to them and recruit new NPAF volunteers!</p>	<p>Advocates, who have completed Tier 1, in partnership with NPAF staff.</p>	<p>Any comfortable setting that can accommodate a medium-size group: library, conference room or community center.</p>
<p>3</p> <p>Educate community: "Can We Talk?"</p>	<p>NPAF staff with help from advocates will train audiences (20+ participants) about NPAF, person-centered care and patient advocacy, including a session that will feature innovative communication tools, like Hello, that can help bring person-centered communication skills to all care settings.</p>	<p>NPAF staff and advocates</p>	<p>Location will be selected by NPAF staff with input from advocates.</p>

Next Steps

If you haven't already played Hello at home, make the leap and introduce it to your friends and family members! Let us know what the experience was like for everyone involved and share your ideas of where you can bring Hello or Can We Talk? to your communities. If you would like to host a Hello gameplay or a Can We Talk? Workshop, complete the Community Needs Assessment and Event Request Form and submit to DonnaG.Kaufman@npaf.org. We thank you for your dedication to help us bring person-centered care everywhere!

Frequently Asked Questions

1. What is Can We Talk?

Can We Talk? is NPAF's education campaign to increase awareness of person-centered care in communities. Through workshops, NPAF staff and advocates help equip patients and caregivers with new skills and resources so they are better able to communicate with their doctors, healthcare team, families and friends about the things that matter such as their personal goals, fears, finances and other unmet needs.

2. What is Hello?

Hello is a conversation game created by **Common Practice** that can be used as a communication tool. It is an easy, non-threatening way to start a conversation with friends and family about what matters most to you.

3. Where can I get the Hello game?

If you would like to play Hello with people close to you (2-5 players), you may purchase the game from the Common Practice [website](#).

If you would like to share the experience of playing Hello with colleagues and community partners (10-30 people), NPAF will gladly provide you with the resources needed to host an event once you've completed the Event Request Form.

4. Do I have to be trained to host a community Hello gameplay or a Can We Talk? Workshop?

Yes. NPAF advocates who participated in the Hello training during Patient Congress 2017 *and* have played it at home with family, friends or co-workers are eligible to host a Hello gameplay. Those advocates who were not able to participate in Patient Congress 2017 can still host a gameplay after they've participated in the **NPAF in Action Webinar: Bringing Hello to Your Communities**, and have played at home.

To host a Can We Talk? Workshop, we recommend that advocates participate in an NPAF staff-led workshop first. To find out if we are coming to a community near you, email DonnaG.Kaufman@npaf.org.

5. I'd like to bring community partners together to host a Can We Talk? Workshop or introduce them to Hello, but I don't know where or how to begin. How can NPAF support me?

We are happy to help! Please complete the Community Needs Assessment and Event Request Forms and send to DonnaG.Kaufman@npaf.org and a member of the NPAF staff will contact you to help you plan your event.

For additional questions, please contact the Director of Grassroots Advocacy, Donna Guinn at DonnaG.Kaufman@npaf.org.

Community Needs Assessment



Would you like to host a larger Hello game or a Can We Talk? Workshop in your community, but do not know where to begin? Complete this Community Needs Assessment and send to DonnaG.Kaufman@npaf.org. An NPAF staff member will follow up with recommendations to help you plan your event.

1. Name: _____

2. Location: _____

3. What best describes your role?

- Patient
- Family Caregiver
- Patient Advocate/Navigator
- Health Care Professional, Position: _____

4. What organizations/groups are you affiliated with? _____

5. Do you live in an area that provides education and training for people interested in working in health care? If so, list the programs that you're aware of (i.e., nursing, social work, physical therapy, medicine): _____

6. Are you aware of any programs in your community that help people with advance care planning? If so, what are they? _____

7. If you've played Hello or have attended a Can We Talk? Workshop, describe the experience you had. _____

8. What audiences do you think would benefit from playing Hello or participating in a Can We Talk? Workshop? _____

9. List below local organizations or coalitions that you think would be interested in learning about person-centered care and Hello (place an asterisk (*) next to those organizations you are connected with):

Event Request Form



To host an event or workshop, please complete and send the form to DonnaG.Kaufman@npaf.org. NPAF will gladly provide planning support and educational resources for your event.

Name: _____

Your location: _____

Select the event you are interested in hosting:

- "Hello" community gameplay
- "Can We Talk?" workshop

Number of participants: _____

Make-up of participants (patients, caregivers, health care professionals, etc.):

Invited community partners/stakeholders, if any: _____

Suggested event venues (library, community center, academic center, hospital):

Proposed date of event: _____

Select one option:

- I feel comfortable hosting the event on my own with NPAF's virtual support.
- I would prefer to have an NPAF staff member with me during the event.