

HEALTH CARE PROVIDERS:

7 Keys for Navigating a Life-Changing Diagnosis

Walk Two Roads

Balance staying positive while offering honest, accurate information. Communication can be hopeful while grounded in reality.



INVITE REALITY

Say: “As we move forward, I’d like us to Walk Two Roads, which means hope for the best, and plan for the rest.”

Zoom Out

Every illness has a known pattern to it. Offering this storyline gives a birds-eye view of where they’re at in their illness and the long view.



INVITE ILLNESS UNDERSTANDING

Say: “Your illness has an average storyline and pattern. Do you want to know about the big picture of the illness?”

Know Your Style

A person’s unique way of being will impact their experience as much as the illness itself. Help them harness information about their style to feel more in control.



INVITE CHARACTER

Ask: “How would you describe your natural style of coping with challenges?”

Customize Your Order

Help identify what is most important to the person. Their values can help you know them as an individual and guide their future decisions..



INVITE VALUES

Ask: “What do I need to know about you to provide the best care possible?”

Anticipate Ripple Effects

Their inner crew (e.g. family and caregivers) will have a parallel illness journey. Help prepare the inner crew for what to expect.

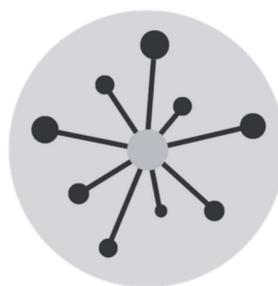


INVITE FAMILY

Ask: “Who are the people who will be most affected by the illness?”

Connect the Dots

The person and their inner crew need to play a key role in coordinating information. Describe what to track and share to enhance continuity and safety.

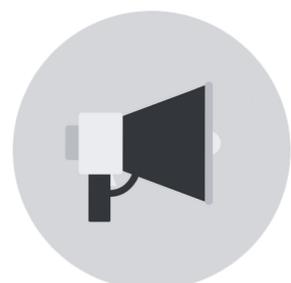


INVITE SHARED MANAGEMENT

Say: “Let’s talk about how you can stay organized, prepared, and feel more in control?”

Invite Yourself

Don’t assume that quiet, polite people aren’t wondering about the future. Encourage them to ask questions and seek information.



INVITE PARTNERSHIP

Say: “We’re in this together. Please ask questions and share what’s on your mind. Your voice matters.”

Adapted from the book “Hope for the Best, Plan for the Rest” and workbook “Applying the 7 Keys for Navigating a Life-Changing Diagnosis.”

**The Waiting Room
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