



RSPACE

Regional Palliative Approach to Care

AFIRM

Use this model if a family member is voicing a concern or notices a change in a resident's health.

Acknowledge concern

- “yes, we have also noticed that she is eating less”

Find out what the family knows

- “what have you been told to expect about her condition?”

Immediate concern addressed

- “here is what we’re doing to help her eat”

Respond to other questions

- “do you have any additional questions for me?”

Meeting arranged with the Nurse /Social Worker/ Doctor...

- “would you like me to (ask the nurse to) arrange a meeting?”

