COMFORT™ ℠ Communication Curriculum	
Module	Communication Processes
Communication	• Understanding the patient's story • Recognizing task and relationship practices
Options and opportunity	• Gauging health-literacy levels • Understanding cultural humility
Mindfulness	• Engaging in active listening • Understanding nonverbal communication • Being aware of self-care needs
Family	• Observing family communication patterns • Recognizing caregiver communication patterns • Responding to the varying needs of family caregivers
Openings	• Identifying pivotal points in patient/family care • Finding common ground with patients/families
Relating	• Realizing the multiple goals for patients/families • Linking care to quality-of-life domains
Team	• Developing team processes • Cultivating team structures • Distinguishing successful collaboration from group cohesion

Wittenberg-Lyles, E., Goldsmith, J., Ferrell, B., & Ragan, S. (2012). *Communication in Palliative Nursing*. New York, NY: Oxford University Press.

Caregiver Type	Characteristics
Manager	Caregiver dominates care planning Serves as self-appointed family spokesperson Dominates decision-making Other family members recognize high medical credibility in the manager Focus is on action in place of process - Does not generally include family discussions about care plans and treatment choices
Carrier	Heavily reliant, trusting, and dependent on others Poses high frequency of questions, rarely challenging answers Follows patient directions for care/ can be bullied by patient Prefers to communicate with provider rather than own family members Avoids discussions about dying and death Shelters other family members from caregiver burden - Family members provide little caregiver relief and relief is not requested from them

Goldsmith, J., Wittenberg, E., Platt, C., Iannarino, N., & Reno, J. (2015). Oncology family caregiver communication: Advancing a typology. *Psycho-Oncology*. [E-Pub ahead of print June 4, 2015].

Wittenberg-Lyles, E, Goldsmith, J., Demiris, G., Oliver, DP, Stone, J. (2012). The Impact of Family Communication Patterns on Hospice Family Caregivers, A New Typology. *Journal of Hospice and Palliative Nursing*, *14*(1), 25-33. doi: 10.1097/NJH.0b013e318233114b

Wittenberg-Lyles, E, Goldsmith J, Oliver, DP, Demiris, G, Rankin A. (2012). Targeting Communication Interventions to Decrease Oncology Family Caregiver Burden. *Seminars in Oncology Nursing*, *28*(4), 262-70. doi: 10.1016/j.soncn.2012.09.009

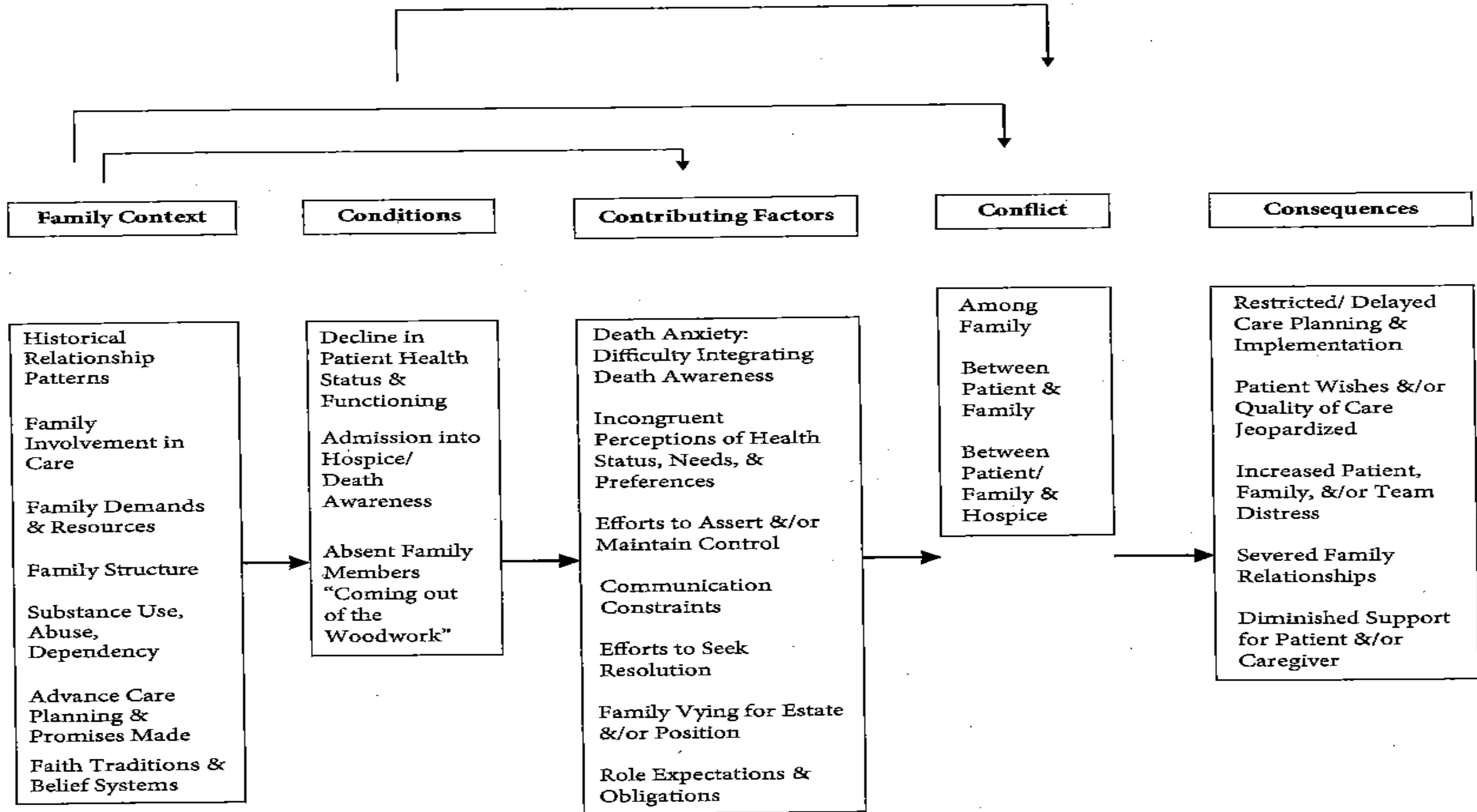
Caregiver Type	Characteristics
Partner	Awareness and focus of care is on whole patient Caregiver-Patient-Family discussions include differing perspectives Evidence of family division of labor Patient/family highly involved in care decisions Dying is openly discussed among patient and family Caregiver accepts assistance, delegates tasks Caregiver burden is discussed freely with the patient and family
Lone	Caregiver does not accept disease process or prognosis Fixation on one care aspect: - Only see their role in terms of physical restoration - Focus on diet and medicine administration - Rely on healthcare team's instructions Little self-identity outside of caregiving role; no sharing of caregiver burden Dying, the disease process, plans/place of care, or quality of life are not discussed Least likely to receive end-of-life care for patient and least likely to be identified in healthcare system

Goldsmith, J., Wittenberg, E., Platt, C., Iannarino, N., & Reno, J. (2015). Oncology family caregiver communication: Advancing a typology. *Psycho-Oncology*. [E-Pub ahead of print June 4, 2015].

Wittenberg-Lyles, E, Goldsmith, J., Demiris, G., Oliver, DP, Stone, J. (2012). The Impact of Family Communication Patterns on Hospice Family Caregivers, A New Typology. *Journal of Hospice and Palliative Nursing*, *14*(1), 25-33. doi: 10.1097/NJH.0b013e318233114b

Wittenberg-Lyles, E, Goldsmith J, Oliver, DP, Demiris, G, Rankin A. (2012). Targeting Communication Interventions to Decrease Oncology Family Caregiver Burden. *Seminars in Oncology Nursing*, *28*(4), 262-70. doi: 10.1016/j.soncn.2012.09.009

Explanatory matrix of family conflict at the end of life



Reprinted from Journal of Pain and Symptom Management, Vol 44/Issue 5, Amy Z. Boelk, Betty J. Kramer, Advancing Theory of Family Conflict at the End of Life: A Hospice Case Study, pg 655-670, Copyright (2012), with permission from Elsevier.