

# GOALS OF CARE AND GERIATRICS CONVERSATIONS

## ENHANCING PATIENT CARE COMMUNICATION TECHNIQUES WITH VIRTUAL TRAINING

ECS collaborated with the VA Sim LEARN program to design Goals for Care Conversations to give providers and healthcare professionals a tool to hone their soft skills for helping patients and their families make palliative care decisions with empathy and thoughtful care. Palliative care is specialized medical care for people with serious illnesses, focusing on relieving symptoms and stress. Proactively conducting effective and empathetic goals-of-care conversations with a patient with a severe disease is essential in following the patient's values, goals, and treatment preferences.

The tool aims to emphasize and reaffirm the importance of the relationship between practitioner and patient. The learner practices these skills in an immersive and realistic environment with immediate feedback from a virtual mentor to help reinforce essential skills.

This virtual training program will help busy clinicians practice, including the patient and their caregivers, in making quality-of-life decisions. The application is able to improve the quality of healthcare services for America's Veterans through this simulation-based learning.

### Key Features:

- High Fidelity Avatars that accurately represent their physical appearance and movements
- Difficult conversations with terminally ill patients
- Nuanced conversation choices challenge even experienced learners
- Virtual Mentor provides immediate affirmation, remediation, and guidance
- Runs natively in web browsers, and also available on the mobile App Stores

