

Life Saving Conversations



A little grace under fire.

Mary Mahoney, LifeSource
Family Support Coordinator

Conversation Plans



Process Plan

Choose a structure



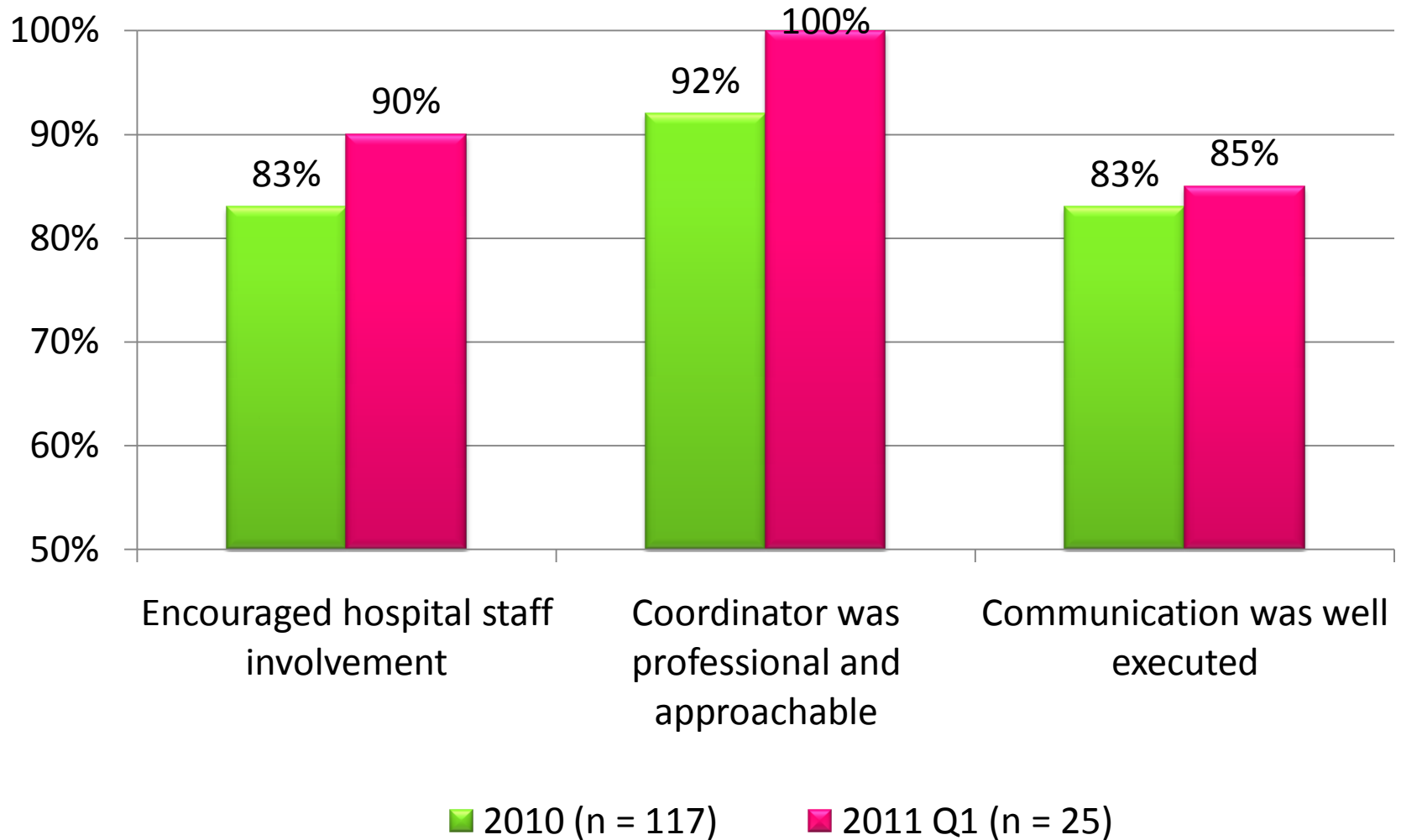
Content Plan

Filling the structure:
“What do I say.”

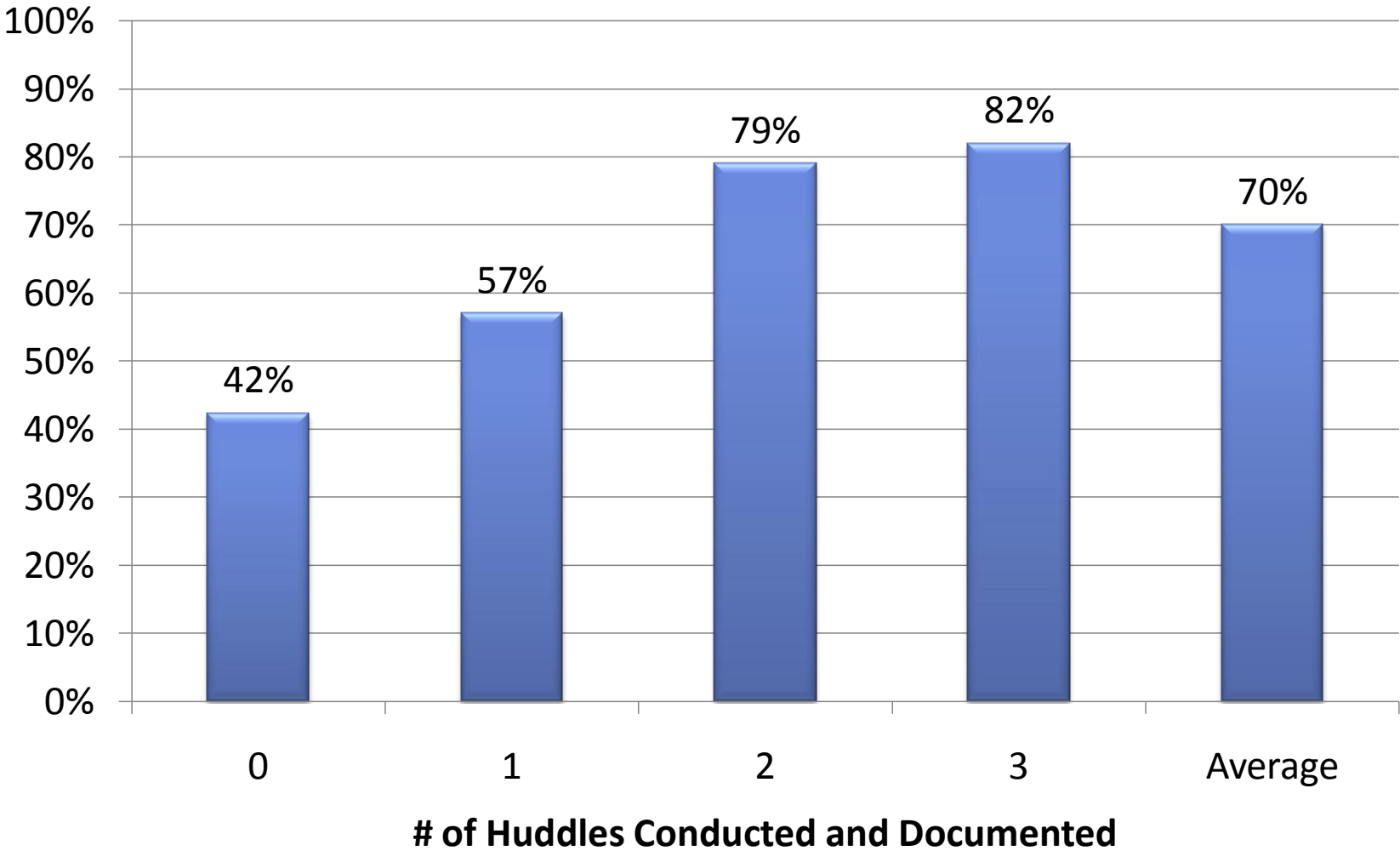


Hospital Partner Satisfaction

Pre vs. Post Huddles Hardwiring



Organ Donation Authorization Rates





Whoa, not ready –not ready!





Too late





Ahhhh, just right.





- Hard conversations require planning
 - Develop a structure
- What we say matters
 - Plan the content
 - Be consistent with what you say and what others are saying
- Timing can be critical
 - Watch for signs family understands what's happened
 - Look for hints they are transitioning to letting go



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