



Obtaining the story: seven important questions

Experienced members of the health care team have found these seven questions useful in obtaining the patient's and family's stories and probing for deeper understanding.

1. How do you see the situation you and your family face? (Understanding)
2. What are your past experiences in caring for others who are seriously ill?
(Past experiences with illness)
3. What are you hoping for in the coming days? Weeks? Months? (Hopes)
4. What are you concerned about (worried) (afraid of)? (Fears)
5. Where do you draw strength to get through each day? (Coping)
6. Do you have a core "family" that will support you on your illness journey?
(Important relationships)
7. Is there anything else about who you are or what you believe that we should know so that we can provide more respectful care?