

Integrating Advance Care Planning

Discussions into Routine Patient Care

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Advance Care Planning

- Why Advance Care Planning?
- To Know and Honor a patient's informed wishes
 - Create an effective plan
 - A well prepared agent
 - Specific instructions
 - Have the plan available to treating physicians
 - Incorporate the plan into decision-making

Advance Care Planning

- What is an Advance Directive?
 - Two important components
 - Healthcare Decision Maker
 - POA / agent / surrogate
 - Instructions on what type of care a person does or does not want to receive
 - “Living Will” or “Wishes and Values”
 - An individual can defer individual instructions to their Healthcare Decision Maker

Advance Care Planning

- Advance Directives in New Mexico
 - No notary required
 - No witness required
 - No need to consult an attorney

Advance Care Planning

- Standard approach?
 - Question required by regulation
 - “Do you have an advance directive?”
 - Using statutory documents to define the conversation
 - Equating advance care planning with code status
 - “If your heart stops, do you want us to use CPR?”

Advance Care Planning

- What is the Gold Standard?
 - Gundersen Lutheran in La Crosse County, Wisconsin
 - Of 400 patients who died in '07-'08
 - 90% had an advance directive
 - It was in the Medical Record 99.4% of the time
 - It was followed 99.5% of the time

Advance Care Planning

- The Gundersen Approach
 - Five Promises:
 - We will initiate a discussion with every adult
 - We will provide skilled ACP facilitation
 - We will make sure plans are clear
 - We will store and be able to retrieve plans when needed
 - We will follow plans appropriately as needed

Advance Care Planning

- How will New Mexico achieve comparable numbers:
 - Family practice providers
 - Specialists
 - Hospitals
 - Long-term care facilities
 - Community culture shift regarding advance care planning

Developing a Personal Case for Advance Care Planning

- How has advance care planning, or the lack of, had an impact on your personal life?

Developing a Personal Case for Advance Care Planning

- Have you had a significant professional experience surrounding the advance care planning process?

The Integrated Approach to Advance Care Planning

- Keys to success
 - Staff that is invested
 - A clear and dedicated process
 - Location in the medical record
 - Measurable goals
 - Periodic reviews

The Integrated Approach to Advance Care Planning

- ✓ Staff that is invested
 - Belief in the benefits
 - Understanding of the basics
 - Commitment to the goals

The Integrated Approach to Advance Care Planning

- What message do you think that you will get from staff when you ask them to add advance care planning to their workload?

The Integrated Approach to Advance Care Planning

- ✓ A clear and dedicated process
 - Ownership at every level
 - Touch points that make sense
 - Part of routine care
- We make this happen by using the **Right Time, Right Staff Member, Right Message** model

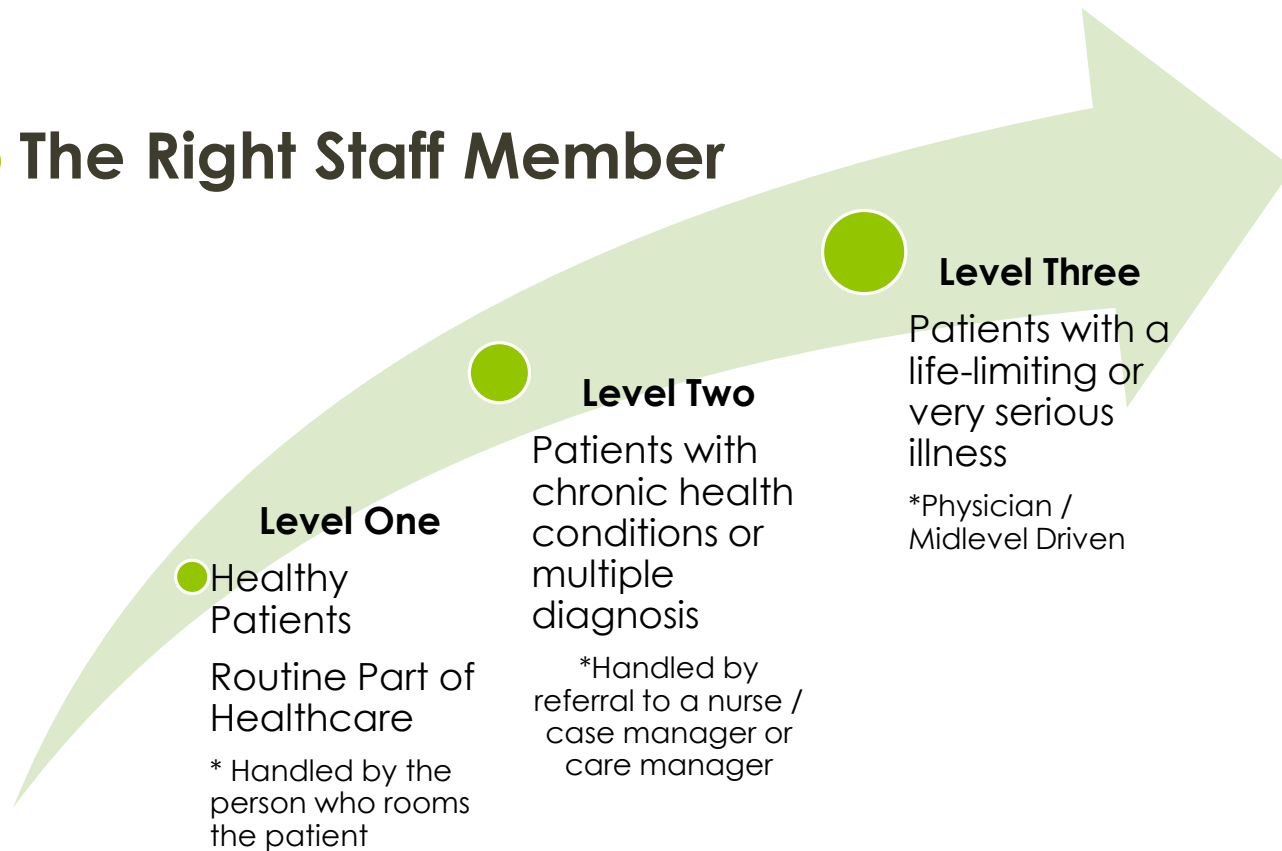
The Integrated Approach to Advance Care Planning

○ **The Right Time**

- As part of a routine office visit
 - Especially during a patient's annual healthcare exams
- As an individual's health status changes
- When an individual expresses an interest / is ready to talk about advance care planning

The Integrated Approach to Advance Care Planning

o The Right Staff Member



The Integrated Approach to Advance Care Planning

- What do your patients think when they are asked to fill out an advance directive?

The Integrated Approach to Advance Care Planning

● **The Right Message**

- Introduce the conversation in a way that helps the patient feel comfortable with the discussion
 - Ask questions:
 - Understanding of an advance directive
 - Comfort level
 - Goals for care
 - Clarify information
 - Review the conversation

The Integrated Approach to Advance Care Planning

- Keys to success
 - Staff that is invested
 - A clear and dedicated process
 - Location in the medical record
 - Measurable goals
 - Periodic reviews

The Integrated Approach to Advance Care Planning

- ✓ Consistent location in the Medical Record
 - Information is available to any provider who provides care to the patient.
 - Ultimate goal is to assign the same priority to advance directives as to allergies
 - Allows for a process review

The Integrated Approach to Advance Care Planning

- ✓ Measurable Goals and Periodic Review allows you to see if your integrated approach is working – as well as provides valuable feedback that can help reinforce staff efforts.

Resources

- The Conversation Project
 - theconversationproject.org
- Engage with Grace
 - engagewithgrace.org
- New Mexico Medical Orders for Scope of Treatment
 - nmmost.org
- New Mexico Uniform Health Care Decisions Act
 - www.nmcpr.state.nm.us/nmac/parts/title07/07.027.0006.htm



Thanks for attending

Questions / Comments / Feedback?