

NICHE CONFERENCE


Our Journey to Being Conversation Ready: Honoring Patient Wishes for End-of-Life Care


WINTER PARK MEMORIAL HOSPITAL
A Florida Hospital

APR 20, 2017

FORUM PRESENTER:
 Marilyn Christman, MS, RN, GCNS-BC
 Gerontological CNS & NICHE Coordinator

ROSEMARY LARL, MD, MHSA
Geriatrician, Executive Medical Director
Florida Hospital for Seniors




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the conversation project



have you had
the conversation


Only conversations count for the future.


- Public engagement campaign to make sure every person's wishes for end-of-life care are expressed and respected
- Dedicated to helping people talk about their wishes for end-of-life care
- www.theconversationproject.org



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By sparking cultural change at the kitchen table — *not in the intensive care unit* — The Conversation Project hopes it will become easier for people to communicate end-of-life wishes that can be expressed in advance and respected at the end.

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What is Conversation Ready?

Health care organizations that are "ready" to respond in a reliable way:

- to have systems in place that actively engage with patients about their wishes,
- retain that information in a reliable way,
- and then use that information at the appropriate time.


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What is Conversation Ready?


IHI Conversation Ready Collaborative ~ February – October, 2014

- 22 teams from across USA and the Scottish Government Health Department
- Winter Park Health Foundation funded grant for WPMH participation
- Winter Park Memorial Hospital contributed to IHI Conversation Ready White Paper

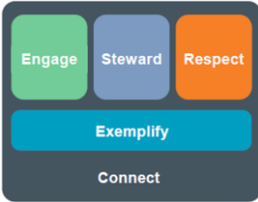







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The Five Conversation Ready Principles



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Conversation Ready Team at WPMH

Geriatric CNS	Geriatrician	Geriatric LCSW
Palliative Medicine Physician	Chaplain	Senior ER Care Coordinators
Speech & Language Therapist	Acute Rehab Services Manager	Nurse Manager
Nurse Educator	Community Representative	Inpatient Rehab Director

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GETTING STARTED



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Collect Baseline Data

Chart Review of Last 20 Patient Deaths

To understand what percent of these patients had documentation of:

- Their health care proxy
- What matters to them regarding care at the end of life

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Understand the Current Process

The chart review exercise enabled us to understand the processes for gathering & storing end-of-life information and to identify the gaps and challenges within our hospital's Advance Directive policy.

Setting an Aim and Identifying a Subpopulation



- Set aim with measurable, time-specific goals
- Select a subpopulation on which to focus the improvement work


Setting an Aim and Identifying a Subpopulation

Our Aim:

- Address and clarify advance directives for all ICU patients 100% of the time
- Respect and honor our ICU patient's end-of-life wishes 100% of the time in accordance with their advance directives.

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Accomplishments



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What Changed in Our ICU

- Engagement of all patients/families regarding care wishes upon admit/transfer into ICU
- Stewarding of verbal and written wishes process



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What Changed in Our ICU

- Increased ICU staff engagement in attention to patient goals of care
- Dialogue between staff regarding end-of-life care issues
- Increased comfort of staff with discussion of palliative care & hospice options with patients/families


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What Changed in Our ICU



Palliative Care
Living as Well as Possible for as Long as Possible

Hospice participation in our ICU interdisciplinary rounds



Hospice of the Comforter
FLORIDA HOSPITAL CONNECTED CARE


A compassionate, non-profit ministry since 1990

Palliative Medicine Consultations

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"HOPE IS NOT A PLAN"
ATUL GAWANDE

BEING MORTAL

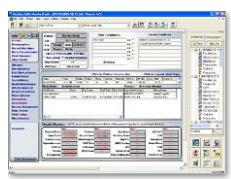
IF YOU THOUGHT YOU WERE DYING, WHAT WOULD MATTER MOST TO YOU?

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Challenges Identified: Advance Directives in the EHR



- Poor physician access
- Poor location on Patient Summary Screen
- EHR systems that don't share
- Physician practice EHR issues

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Challenges Identified: Families

- Unable/unwilling issues
- Conflicting opinions
- Don't want to honor patient's expressed wishes
- Legal threats



Challenges Identified: Hospital AD Form



- Currently not user-friendly
- Legal terminology
 - Limited helpful information
 - Healthcare literacy issues

Conversation Ready in the Senior-Friendly ER



Our Senior-Friendly ER program opened the door to addressing patient goals of care and end-of-life wishes in the ED

Conversation Ready in the Senior ER

- Goals of care addressed in ED
- Palliative and/or hospice included in plan of care options when appropriate
- Hospice consults directly in ED



Our Learnings Thus Far



This work is complex and will take time!

Outcomes



Florida Hospital Aim

- Cost savings for patient and healthcare system
- Connection to appropriate setting, healthcare services, supplies & equipment
- Increased patient/family satisfaction as result of honoring patient wishes and provision of affordable, connected and exceptional care

Outcomes

FH Mortality Review Audit revealed WPMH had best outcomes of our system's 7 adult acute-care hospitals in the following categories:

Category	WPMH % difference from FH System Average
Advance Directive/Living Will Present in chart	16% Higher
DNR presented at time of admission	7% Higher
Hospice consulted when appropriate	7% Higher
All Adult Risk Adjusted Mortality	28% Lower
Medicare Risk Adjusted Mortality	45% Lower

Next Steps

- Roll-out of revised FH System Advance Directive document
- Implement strategy for enhanced patient/family AD education materials



Next Steps

- Continue building on attention to patient wishes in ED and upon admission to hospital
 - Expansion of education & support to all staff with direct responsibilities related to AD and honoring patient wishes:
 - nursing and medical staff, care managers, chaplains and patient access staff



Next Steps

- Expand “Exemplify” principle across our employee population
- Conduct “Connect” principle gap analysis and develop action plan

