ADVANCE CARE PLANNING (ACP) Bringing Conversations that Matter to the Forefront: A Team Process Improvement Approach

S. Lavorel1, B. Jones1, J. Kennedy1, S. Tinning1, A. Kushliak1, M. Shaw2, J. Simon1,2, M. Dube3 on behalf of the ACP CRIO Program Collaborative

1Alberta Health Services, Calgary Alberta, Canada 2Cumming School of Medicine, Departments Community Health Sciences, University of Calgary, Calgary, Alberta, Canada

BACKGROUND
A patient’s Goals of Care Designation (GCD) allows for the patient’s MEDICAL WISHES to be communicated to clinicians when the patient cannot speak for themselves.

Advance Care Planning (ACP) is a policy PRIORITY within Alberta Health Services (AHS) Patient First and People strategies.

PROBLEM & GOAL STATEMENTS

PERCEIVED BARRIERS for Health Care Practitioner (HCPs) engaging in ACP/GCD activities are in TEAM PROCESS DOMAINS 2015 survey of n= 500 Alberta clinicians

PATIENTS are at risk of RECEIVING CARE THEY DO NOT VALUE particularly when critically unwell and lacking capacity to communicate their wishes. HCP can suffer MORAL DISTRESS when a patient’s goals are uncertain.

To address these issues, a demonstration team process improvement project was undertaken with HEART FAILURE PATIENTS from 4 CLINICAL SETTINGS in CALGARY ZONE. (primary care, outpatient, inpatient, homecare).

In September 2016, baseline as measured as follow:

<table>
<thead>
<tr>
<th></th>
<th>UB1 (%)</th>
<th>Bowmont (%)</th>
<th>CFC (%)</th>
<th>HC (%)</th>
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</thead>
<tbody>
<tr>
<td>1. Tracking Record Use</td>
<td>0</td>
<td>0</td>
<td>34</td>
<td>13</td>
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<tr>
<td>2. Patients aware of GCD</td>
<td>17</td>
<td>75</td>
<td>69</td>
<td>50</td>
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<tr>
<td>3. Competing priorities as barrier</td>
<td>54</td>
<td>45</td>
<td>83</td>
<td>83</td>
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<td>4. Role confusion as barrier</td>
<td>54</td>
<td>27</td>
<td>17</td>
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By April 2017, Increase 1. & 2.by 10%
decrease 3. & 4. by 10%

UNDERSTANDING THE CURRENT STATE

Each team participated in a MAPPING SESSION, focusing on ACP/GCD conversations.

All teams identified opportunities around 3 themes:

- PROCESS TRIGGERS & PROMPTS
- FORMS & IT SYSTEMS
- HCP ROLE CLARITY, KNOWLEDGE & ABILITY

STRUCTURE - METHOD

- AIW Process Improvement
- Cardiac Function Clinic
- Heart Failure Home Care
- Bowmont Medical Clinic
- FMC Unit 81
- Measurement evaluation of change
- Simulation of conversation through scenarios
- BEST PRACTICES
- Serious Illness Conversation Guide
- GCD order MATCHING PATIENT PREFERENCE (R,M,C)
- Post intervention measurements:

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</tr>
</thead>
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<td>2</td>
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<tr>
<td>2. Patients aware of GCD</td>
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<td>3. Competing priorities as barrier</td>
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<td>67</td>
<td>75</td>
<td>50</td>
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<tr>
<td>4. Role confusion as barrier</td>
<td>31</td>
<td>17</td>
<td>0</td>
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RESULTS - OUTCOMES

- +13% Patients who had a GREEN SLEEVE
- +30% GCD order MATCHING PATIENT PREFERENCE (R,M,C)

ACT TO IMPROVE

- PROCESS TRIGGERS & PROMPTS
  ACP/GCD material available in clinic/patient rooms
  All inpatients discharged with a green sleeve
  Systematic question and recording about ACP/GCD during previsit phone calls (CFC)
  Green sleeves in HC new client package
  Using videos for client education in HC

- FORMS & IT SYSTEMS
  Demographic form with ACP/GCD checkbox
  Electronic Medical Record ACP/GCD rule & template
  Screensaver instructions to help find tracking record
  GCD Auto print function from EMR

- ROLE CLARITY, KNOWLEDGE & ABILITY
  Teams created relevant clinical scenarios to help SIMULATE key processes:
  - GCD conversation, Clarification
  - Change in GCD Status/Designation
  - Having a GCD conversation when the client is not ready
  - Making the conversation “OK”, normalizing
  - Dealing with GCD discrepancies

LESSONS LEARNED - SHARING

- “It helped me normalise having those conversations” RN
- “Staff are now aware of expectation about green sleeves and what to do with them on admission, hospital stay and discharge. "RN
- “A patient kept refusing care which contradicted their GCD. Team met with patient and identified patient wishes and worked to engage patient, family and physician in discussion to meet patient’s wishes. "RN
- “It (GCD Conversation) was a grey area before with a lack of role clarity. Now, I am aware that I could open up the dialogue and am not required to complete the process. "RN

Want to know more, find resources, Go to ACP/GCD website

Want to see more , Go to TABLEAU
Check out the GCD Dashboard

Clinical Nurse Specialist barbara.jones@ahs.ca
ACP/GCD Physician consultant jessica.simon@ahs.ca
AIW consultant suzanne.tinning@ahs.ca
Simulation Consultant minette.dube@ahs.ca
ACP/GCD Educators jessica.simon@ahs.ca
alexandra.kushliak@ahs.ca

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