

SIM PROJECT SUMMARY: Advance Care Planning (ACP)

Project Summary			
Project Description Healthcentric Advisors, in partnership with the Improving Life Care Coalition (a project of Rhode Island State Nurses Association), Care New England, Progreso Latino, and the RI State Council of Churches, launched a multifaceted project to promote effective discussions between healthcare providers and their patients and families. This partnership provides education and tools from the My Care, My Choice, My Voice campaign, developed by Healthcentric Advisors, to assist these conversations. This process empowers patients to (1) Think of what types of care they want; (2) Choose their healthcare preferences, their healthcare decision maker, and document their wishes; and (3) Voice their decisions to loved ones and healthcare providers.		Project Goals and Objectives <ul style="list-style-type: none"> • Cross-cutting provider education and outreach • Implementation of an ACP group medical visit pilot project for Medicare Beneficiaries and their families within primary care practices • Consumer outreach and education to both targeted disparate populations (Latino and Faith communities) and the general public with the primary objective to both empower and engage patients 	
Vendor Information:	State Contact:	Total Funds Leveraged:	Target Populations:
Russell Cooney, Healthcentric Advisors Rcooney@healthcentricadvisors.org 401-528-3226	Betsy Kerr, Healthsource RI/SIM Betsy.Kerr@exchange.ri.gov 401-383-6580	SIM: \$360,330.40	
Major Accomplishments		Key Metrics and Evaluation Insights	
Impacts on Healthcare Workforce Transformation <ul style="list-style-type: none"> • Developed Train-the-Trainer curriculum for physician office, nursing home, assisted living and for nursing education programs Impacts on Patient Engagement <ul style="list-style-type: none"> • Developed health literate patient facing materials to address both disparate communities and the community at large • Created a network of ACP educators through Train-the-Trainer programs for physician offices, nursing homes and assisted living facilities Impacts on Data Capability and Expertise <ul style="list-style-type: none"> • Through a greater understanding of advance care planning and the synergistic efforts to establish a repository in Rhode Island for uploading advance directives, providers will be able to more readily access these important documents to ensure an individual's wishes are honored at the end of life. Impacts on Population Health <ul style="list-style-type: none"> • Education around advance care planning provides the opportunity to reduce inequity through the completion of advance directives and promoting conversations with families and providers. This impacts social determinants related to social and emotional health and wellness by providing peace of mind and reducing burden for the individual, their families and their providers • Social media and direct patient/consumer education has reached over 597,000 individuals over the course of the grant period 		Outcomes Achieved <ul style="list-style-type: none"> • >597,000 consumers reached through direct education, community events, and social media • 95% of consumers understood the importance of ACP after attending a community event, and 85% wanted to complete their advance care plan • 94% of patients and family members participating in the group visit pilot obtained knowledge and confidence with end of life/ACP discussions • 97% of patients and family members were better equipped to address their own advance care planning after the group visit pilot • 127% relative improvement rate (RIR) in participating providers' use of ACP billing codes Lessons Learned and Evaluation Insights <ul style="list-style-type: none"> • Despite monetary incentives, advance care planning discussions are still a hard sell in provider offices given all the other competing requirements. Inclusion of an ACP quality measure in the OHIC Aligned Measure set may provide further incentive to practices to engage patients more in these discussions. • Outreach through academic institutions would provide a good foundation for those coming into the workforce including all clinicians through medical schools, schools of nursing, pharmacy schools and social work. 	

Impacts:  Patients  Specialists  Hospital & Long-Term Care Staff
 PCPs  State Government  Community Based Organizations
 Payers  Community Mental Health Center Staff

Sustainability Efforts

Sustainability is a priority for this test grant with all efforts focused on how to maintain the outreach and resources at the conclusion of this initiative.

- Created the www.Myccv.org website for all program materials and resources. This site will continue to be maintained by Healthcentric Advisors at the conclusion of the project.
- Provided education through Train-the-Trainer programs focused on expanding the educator base within provider offices, nursing homes, assisted living facilities and through the Rhode Island Bar Association.
- Created educational curriculum to be used within local colleges to train nurses, at all levels, on how to have these important conversations with their patients.
- Healthcentric Advisors communications team filmed simulation sessions conducted by Kent Hospital involving medical students around end of life issues. These videos along with an educator guide will be used in the future to train medical students in how to have these discussions with patients.
- Created a strong presence within the Spanish speaking community through the implementation of provider education sessions, community forums, public service announcements and an extensive social media campaign.
- Promoted the inclusion of an ACP quality measure (#47) in the OHIC Aligned Measure sets.

Project Website and Informational Handouts

The www.Myccv.org website contains:

- Project materials and resource links for consumers, caregivers, veterans and faith leaders
- All materials translated into Spanish for the Latino Community
- Resources for health care providers including training materials for all settings, IHI ACP Reimbursement guide, links for all Rhode Island forms and other national ACP resources
- Link for local speakers bureau for Rhode Island based organizations and events
- Links for Complex Care Conversations website
- Faith and culture-based resources
- American Bar Association Toolkit link for advance care planning

Communications Material and Media Highlights

- RIMS Article promoting ACP webinar and outreach to physicians encouraging them to have conversations with patients
- March 12 Conversation Project Event Summary
- Bus shelter advertisements promoting having the conversation with families and providers
- MyCCV Initiative files including recruitment and marketing materials
- Simulation video and Instructors guide created for Kent Hospital to utilize with medical students during their hospital rotations
- Social Media posts, links and data. This includes educational materials and current articles on ACP
- Blog posts
- Traditional media outreach through Senior Digest, Acontecer Latino and religious publications

Toolkits and Online Training

- Curriculum developed for all levels of nursing
- Train-the-Trainer developed for practices and Nurse Care Manager's
- Train-the-Trainer developed for Skilled Nursing facilities and Assisted Living Facilities
- Powerpoint developed for physician offices about how to bill using ACP codes
- Promoted ACP webinar completed by Dr. Kate Lally through the use of social media and email blasts to providers
 - Presentation link:
 - <https://web.uri.edu/rigec/geripc-series5/>
- Promoted and participated in Respecting Choices event in Providence

Evaluation Reports and Presentations

- Conducted 4 Conversation Project events in English and 4 in Spanish
- Completed over 90 community events for direct education and promotion of advance care planning
- Presentations also completed for:
 - Rhode Island Healthcare Advisory Board
 - LeadingAge Rhode Island
 - Presentation to Patient and Family Advisory Council
 - Rhode Island Health Care Association
 - Rhode Island Assisted Living Association
 - Rhode Island Bar Association
 - Progreso Latino Free Clinic
 - Rhode Island Primary Care

Disclaimer

This project was supported by Grant Number 1G1CMS331405 from the United States Department of Health and Human Services, Centers for Medicare & Medicaid Services. The contents of this publication are solely the responsibility of the authors and do not necessarily represent the official views of the U.S. Department of Health and Human Services or any of its agencies. The research presented here was conducted by the awardee. Findings might or might not be consistent with or confirmed by the findings of the independent evaluation contractor.

Impacts:

Patients

PCPs

Payers

Specialists

State Government

Community Mental Health Center Staff

Hospital & Long-Term Care Staff

Community Based Organizations

Impacts:

Patients

PCPs

Payers

Specialists

State Government

Community Mental Health Center Staff

Hospital & Long-Term Care Staff

Community Based Organizations