LAST STEPS®
ADVANCE CARE PLANNING (ACP)

A POLST Paradigm program

April 24–26, 2018
La Crosse, Wisconsin

• Last Steps® ACP Design and Implementation
• Last Steps® ACP Facilitator Certification
• Last Steps® ACP Instructor Certification

Respecting Choices®
PERSON-CENTERED CARE

A System for Person-Centered Decision Making that Transforms Healthcare
Advance care planning for individuals with serious, life-limiting illness is complex and challenging. Respecting Choices Last Steps® Advance Care Planning (ACP) incorporates the nationally recognized Physician Orders for Life-Sustaining Treatment (POLST) Paradigm program into this stage of planning. Achieving desired outcomes of the POLST program requires a thoughtful approach to implementation strategies and person-centered ACP conversations. The Respecting Choices Last Steps ACP program’s systematic approach results in an effective and sustainable POLST program.

Course Content
- Last Steps® ACP Design and Implementation
- Last Steps® ACP Facilitator Certification
- Last Steps® ACP Instructor Certification

Organizations interested in replicating the Last Steps ACP model will find it valuable to send representatives to all three days; however, participants are welcome to attend Last Steps ACP Facilitator Certification or Design and Implementation independently, based on their objectives.

Last Steps ACP Design and Implementation

Last Steps ACP Design and Implementation is intended for healthcare and community leaders (administrators, managers, program directors, and others) and clinicians (physicians, nurses, social workers, and others) who are interested in implementing an effective Last Steps ACP program within their organization or community.

Purpose
The purpose of this program is to educate key stakeholders in designing an effective Last Steps ACP program within an organization or community.

Learning Outcomes
At the end of this course, the participant will be able to:

1. Describe the Respecting Choices Last Steps ACP Program and related research evidence.
2. Identify the key elements in designing a Last Steps ACP Program.
3. Participate in designing a Last Steps ACP Implementation Plan that includes:
   a. Selection of target population, and
   b. Redesign of workflows (recruitment, scheduling, referral, and follow-up).
Precurso Assignment
Review the POLST form and POLST form guidelines used in your state, if available.

AGENDA
12:30 p.m. Sign-in
1:00 Welcome and Introductions
   Overview of Program Objectives and Materials
1:15 Respecting Choices Last Steps ACP Program Overview
1:45 Overview of Systems Redesign: Application to Creating a Last Steps ACP Program
   • Leadership Matters
   • The Four Key Elements
     #1: System redesign
     #2: ACP education and Facilitator certification
     #3: Community engagement
     #4: Continuous quality improvement
2:30 Break
2:45 Designing Your Last Steps ACP Implementation
   • Last Steps ACP Implementation project plan
   • Short-term goals
   • Last Steps ACP target population
   • Last Steps ACP implementation team
3:05 Team Activity
   • Selection of target population with subgroups
3:45 Debrief
4:00 Last Steps ACP Workflow Redesign
   • Recruitment, referral, scheduling, and follow-up
4:15 Team Activity
   • Workflow redesign
4:50 Debrief
5:00 Summary
   • Questions and concerns?
   • What did you learn today that surprised you?
5:15 Adjourn

Last Steps ACP Facilitator Certification
Last Steps ACP Facilitator Certification is intended for healthcare clinicians (nurses, social workers, chaplains, physicians) and others involved in assisting those with serious illness or frailty in making treatment decisions based on their goals of care.
**Purpose**
The purpose of this program is to improve the effectiveness of Last Steps ACP (a POLST Paradigm program) through facilitation skills training.

**Prerequisite**
Last Steps ACP Facilitator Online Core Curriculum (included in registration fee)

**Learning Outcomes**
At the end of this course, the participant will be able to:

1. Describe the goals of Last Steps ACP, a POLST Paradigm program.
2. Identify interview skills for facilitating Last Steps ACP conversations.
3. Identify skills to assist individuals in making informed treatment decisions that include CPR, limitations on treatment, and comfort care.
4. Develop strategies to create a POLST form that accurately reflects an individual’s treatment preferences.
5. Identify systems to honor the POLST plan.
6. Demonstrate beginning competency in facilitating Last Steps ACP conversations through role-play activities.

**Precourse Assignment**
Review the POLST form and POLST form guidelines used in your state, if available.

**AGENDA**

7:30 a.m.  
Sign-in and Continental Breakfast

8:00  
Welcome and Introductions
- Welcome
- Introduction of instructor and participants

**Overview of Course**
- Program description, objectives, agenda, and materials
- Competency evaluation expectations

8:20  
Last Steps ACP, a POLST Paradigm Program

8:45  
Review of Last Steps ACP Facilitation Skills
- General Interview Skills
- Last Steps ACP Interview Tool
  - Video role-play: *Introduction and Exploration: Initiating the Last Steps ACP conversation and exploring understanding*
  - Debrief: What skills did you observe?
- Interview strategies when the individual lacks decision-making capacity
  - Video role-play: *Exploring Experiences and Living Well*
  - Debrief: What skills did you observe?
9:45  Break

10:00 Practice Role-Play Exercise #1
(work in groups of three)
  • Last Steps ACP Interview Tool: Questions 1-7
    – Debrief: What skills did you learn?

10:45 Help Make Informed Treatment Decisions
  • The Decision-Making Framework
  • Initiate a conversation about the CPR decision; POLST form, Section A
    – Video role-play: ACP Conversation for Adult with Chronic Illness: The CPR Conversation
    – Debrief: What skills did you observe?

11:15 Practice Role-Play Exercise #2
(work in groups of three)
  • The CPR Decision; POLST form, Section A
    – Debrief: What skills did you learn?

12:00 p.m. Lunch

12:30 Help Make Informed Treatment Decisions (continued)
  • Initiate a conversation about Goals of Care for Medical Interventions; POLST form, Section B
    – Video role-play: Goals of Care for Medical Interventions: Crafting an Individualized Approach; POLST form, Section B
  • The nutrition and antibiotic decision: Start with Goals of Care

1:30 Practice Role-Play Exercise #3
(work in groups of three)
  • Goals of Care for Medical Intervention decisions; POLST form, Section B
    – Debrief: What skills did you learn?

3:00 Break

2:15 Making POLST Work: What the Facilitator Needs to Know
  • Case examples and documentation strategies
  • POLST Resources
  • Ensuring plan is honored
  • How POLST works in practice settings

3:15 Final Competency Role-Play
(work in groups of four)
  • Competency Checklist
  • Debrief: What skills did you learn?

4:15 Summary/Evaluation
  • What did you learn today?
  • What do you need to improve your skills?
  • Next steps?

4:30 Adjourn
For those intending to become certified as a Last Steps Instructor and who have completed a Last Steps ACP Facilitator Certification course prior to April 2017, it is recommended that you attend the Last Steps ACP Facilitator Certification course as an auditor and active participant for the following reasons:

- To refresh your facilitation skills in preparation for Instructor Certification role-play competency;
- To receive all updated course materials, interview tools, and Online Core Curriculum; and
- To observe Respecting Choices Faculty teaching strategies in preparation for Instructor Certification group discussion.

The auditor fee is $200.

Last Steps ACP Instructor Certification

Last Steps ACP Instructor Certification is intended for healthcare professionals (nurses, social workers, chaplains, physicians) and other educators interested in becoming certified to replicate the Last Steps ACP Facilitator Certification course in their own organization or community.

Purpose

The purpose of this program is to improve the effectiveness of the Last Steps ACP Program through Design and Implementation training (Day 1) and to prepare participants to become certified as POLST Instructors (Day 3).

Prerequisite

Participants must attend the Design and Implementation course and be certified as Last Steps ACP Facilitators.

Registration Requirements

The healthcare or community organization(s) the Instructor candidate represents must commit through a written agreement to replicate the standardized Respecting Choices Last Steps ACP Facilitator Certification course in its entirety. Please contact Britt Welnetz at bwelnetz@respectingchoices.org for more information.

Learning Outcomes

At the end of this course, the participant will be able to:

1. Define Instructor responsibilities and common strategies for teaching the Respecting Choices Last Steps ACP Facilitator Certification course.
2. Facilitate a brief discussion on selected Last Steps ACP topics.
3. Demonstrate ACP facilitation skills and role of the Instructor through a selected role-play.
AGENDA

7:30 a.m.  Sign-in
8:00  Instructor Responsibilities and Strategies for Teaching the Last Steps ACP Facilitator Certification Course
   • Instructor certification expectations and copyright restrictions
   • Role of the Instructor
   • Preparing to teach your own Last Steps ACP Facilitator course
     – Course preparation checklist, including strategies for customization and the role of the online Instructor
     – Instructor’s guide to agenda
   • Teaching and presentation strategies
   • Learning Management System (LMS) features
10:15  Break
10:30  Instructor-Led Discussions
   Each Instructor candidate will facilitate a 10-minute discussion with other participants who will role-play typical questions that arise during the Last Steps ACP Facilitator Certification course
11:45  Certification Exam
12:15 p.m.  Lunch
12:45  Role-Play Demonstration with Faculty; Group Observation and Feedback
   Role-play one of the following Last Steps ACP discussions:
   • Introduction
   • CPR
   • Medical interventions
4:00  Adjourn

Certification Disclaimer

Respecting Choices is a division of C-TAC Innovations. The term "certification" as used in Respecting Choices educational programs and products means that Respecting Choices issues a certificate upon fulfillment of the following elements:

1. Completion of a specified Respecting Choices educational program with standardized content and processes;
2. Successful demonstration of skills associated with the specified program; and
3. If applicable, an 80 percent or higher score on a written examination.

The Respecting Choices certification programs are not credentialed by a national accreditation body.
Continuing Education (CE)

Nursing Contact Hours
Respecting Choices, a division of C-TAC Innovations, provider #588-004, is an approved provider of continuing nursing education by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

Registered Nurses will receive 4.0 contact hours for completion of Last Steps ACP Design and Implementation, 8.0 contact hours for Last Steps ACP Facilitator Certification, and 7.0 contact hours for Last Steps ACP Instructor Certification. The required online Facilitator course modules provide a total of 8.0 contact hours.

Social Work Credits
Respecting Choices is co-sponsoring with Gundersen Lutheran Medical Foundation, Inc., to offer CE credit to social workers. Gundersen Lutheran Medical Center, Inc., provider #1089, is approved as a provider for continuing education by the Association of Social Work Boards (ASWB), www.aswb.org. ASWB current approval period: November 14, 2015 - November 14, 2018.

Gundersen Lutheran Medical Center, Inc., maintains responsibility for the program. Social workers should contact their regulatory board to determine course approval.

Social workers will receive 4.0 continuing education hours for Last Steps ACP Design and Implementation, 8.0 continuing education hours for Last Steps ACP Facilitator Certification, and a total of 8.0 continuing education hours for the prerequisite online modules. Last Steps ACP Instructor Certification does not offer CE credit to social workers.

To receive CE credit, nurses and social workers must complete the online modules (if applicable), sign in at the beginning and end of the day, and be present for the entire day of each onsite workshop for which they register. No partial credit will be given. Completed evaluation is required for contact or continuing education hours. CE certificates will be sent by email or as requested by mail following online submission of course evaluation within 30 days of course attended.

Note: After completing the prerequisite online modules, you will receive CE certificates for a total of 8.0 contact or continuing education hours. The Respecting Choices office can verify your completion of the online modules. You do not need to bring your certificate to the onsite course.

Continuing Medical Education (CME)
Statement of Accreditation
This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Wisconsin Medical Society and Respecting Choices. The Wisconsin Medical Society is accredited by the ACCME to provide continuing medical education for physicians.
AMA Credit Designation Statement

The Wisconsin Medical Society designates the required online Facilitator course modules only, for a maximum of 6.25 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity. An additional $200 fee is applied at time of registration. Please see www.respectingchoices.org/types-of-curriculum-and-certification/continuing-education/ for more information.

Planning Committee and Speakers

Bernard J. Hammes, PhD; Linda Briggs, MSN, MA, RN; Stephanie Anderson, DNP, RN; Pat Tadel, MSN, RN; Kathleen Ziemba, MSW, LCSW; and Paul Larson, MS, RN. Speakers and planners have an employment relationship with Respecting Choices or Gundersen Health System. We are a provider of the program, but we do not endorse any commercial products in conjunction with the program. Off-label use of any products will not be discussed.

Day 1 Last Steps Design and Implementation speakers include Bernard Hammes, PhD; Linda Briggs, MSN, MA, RN; Stephanie Anderson, DNP, RN; and Sandy Schellinger, MSN, RN, NP-C.

Day 2 Last Steps Facilitator Certification speakers include Stephanie Anderson, DNP, RN; Sandy Schellinger, MSN, RN, NP-C; Pat Tadel, MSN, RN; and Kathleen Ziemba, MSW, LCSW.

Day 3 Last Steps Instructor Certification speakers include Sandy Schellinger, MSN, RN, NP-C; Pat Tadel, MSN, RN; and Kathleen Ziemba, MSW, LCSW.

Updated information regarding speakers for each day will be provided in this course brochure and on the Respecting Choices website at www.respectingchoices.org/event/spring-2018-national-last-steps-acp-conference/.

Additional information on speakers is available at www.respectingchoices.org/about-us/respecting-choices-faculty/ or by emailing info@respectingchoices.org.

Accommodations

In accordance with the Americans with Disabilities Act, Respecting Choices seeks to make this conference accessible to all. If you require special assistance/accommodations, please contact Britt Welnetz at (608) 473-1025 or bwelnetz@respectingchoices.org.

Course Location

The Cargill Room, 328 Front Street South, La Crosse, WI 54601

Lodging

Refer to your event confirmation email and the Respecting Choices website under National Conferences and Events for suggested hotel accommodations.

Date/Time

Tuesday, April 24 12:30 p.m. – 5:15 p.m.
Wednesday, April 25 7:30 a.m. – 4:30 p.m.
Thursday, April 26 7:30 a.m. – 4 p.m.
Registration Fees

Last Steps ACP Design and Implementation $200
Last Steps ACP Facilitator Certification $420
Last Steps ACP Facilitator Audit (for previously certified Last Steps ACP Facilitators) $200
Last Steps ACP Instructor Certification $475
CME Fee (for online modules only) Add $200

Fees include classroom instruction, course materials, continuing education credit, continental breakfast, lunch, and refreshments.
The Last Steps ACP Facilitator Certification and Audit fees include the Online Core Curriculum.
Payment can be made by Visa, MasterCard, American Express, or Discover.

Register at: respectingchoices.org

Cancellation Policy

We offer a full refund minus a $50 administrative fee for cancellations made more than 30 days prior to the course date. Seating is limited so registrations canceled within 30 days of the course date will not be refunded. If online modules have been started, the cost of the modules ($110 non-CME, $310 CME) will also be deducted from your refund.

Transfer Policy

Registrations cannot be transferred to another person. Registrations must be canceled according to the cancellation policy and a new registration submitted.

Individuals from countries other than the United States cannot be certified as Respecting Choices Instructors unless it is part of a license agreement with an organization. If you are interested in becoming certified as an Instructor, please contact Respecting Choices at info@respectingchoices.org.

Grievances/Comments/Concerns

If you have any questions or concerns about this program, please contact Britt Welnetz at (608) 473-1025 or bwelnetz@respectingchoices.org.

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