Leveraging the Electronic Health Record to Improve Access to Advance Care Planning Facilitation

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Learning Objectives

• Describe one system change used to improve access to person-centered ACP facilitation services.

• List two strategies used to leverage the EHR to improve communication and access to ACP facilitation services.
The Five Promises

PROMISE #1
We will initiate conversations.

PROMISE #2
We will provide assistance with person-centered decision making.

PROMISE #3
We will make sure plans are clear.

PROMISE #4
We will store, update, and use plans.

PROMISE #5
We will honor preferences and decisions.

Primary Care Initiative
Patient Education
Plain Language Specialist
Telecommunications

Live Answer

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ACP Support Staff

ACP Schedulers
Patient Appointment Itinerary

Abby Zzztest
354 ELM STREET
LA CROSSE, WI 54601

Please bring the following:
• All medications in proper containers
• Insurance information

We look forward to seeing you in:
ADVANCE CARE PLANNING LA CROSSE
LA CROSSE CLINIC - LEVEL 1
1900 South Avenue
La Crosse, WI 54601
608-775-6900

Check in at the Lab on Level 1.

Appointment Date: Tuesday Jun 21, 2016
Appointment Time: 8:30 AM CDT
Appointment With: LAX ADVANCE CARE PLANNING

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ACP Clinic Schedule

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Patient Liaison

Facilitator Team
Health Information Management

Quality Improvement Specialists

[Image of two people in an office setting]
Advance Care Planning Clinic
Completed Appointments
La Crosse and Onalaska

Quarterly ACP Appointments

Healthcare Agent Present During Appointment

Total ACP Appointments per Month
Reference