Hope, miracles, pragmatism and death: An interfaith, community-based advance care planning initiative comes to life.

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Learning Objectives

• Self-report of intent to apply interfaith dialogue techniques when engaging in PCC ACP conversations.

• Identify strategies to promote embedded ACP education and facilitated conversations in interfaith/belief group settings.
Interfaith Design Team

Honoring Healthcare Choices Michigan
• Carolyn Stramecki MHSA, BS, CPHQ
• Jane Dinnen BSN, RN: Respecting Choices First Step Faculty

Making Choices Michigan (MCM)
• Carol Robinson DNP, MS, BSN, RN, CHPN
• Rozanne Turner M.Ed., BSN, RN, MCM board member, First & Last Step® Facilitator
• David Blauw MS, M.Div., BCC. MCM board member, First Step® Facilitator
• MCM volunteer First Step® Facilitators

Participating Organizations

Grand Rapids Buddhist Temple

Safe Haven Ministries
Kaufman Interfaith Institute
Grand Valley State University
www.gvsu.edu/interfaith

• **Mission:** To promote interfaith understanding & mutual respect in West Michigan

• **Vision:** Through interfaith dialogue and service, we promote a vibrant and diverse community for all generations.

• **Values:** Beyond tolerance, we value hospitality, understanding, respect, and acceptance.

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Kauffman Interfaith Institute

**Projects**
- 2012 Year of Interfaith Understanding
- 2014 Year of Interfaith Service
- Annual Thanksgiving Celebration
- Annual Memorial
- 2018 Year of Interfaith Friendship

**Interfaith Service Council**
- Peace & Justice
- Youth & Interfaith Engagement
- Women & Gender
- Race & Religious Identity
- Interfaith Memorial Planning
- Interfaith Affinity Groups
Interfaith Dialogue

• From safe spaces to brave spaces: A new way to frame dialogue around diversity and social justice

• Frameworks for interfaith conversations

The Five Promises

1. We will initiate the Advance Care Planning (ACP) conversation
2. We will provide assistance with ACP conversations and Advance Directive (AD) completion/review
3. We will make sure plans are clear
4. We will offer a universal storage/retrieval mechanism
5. We will assist community systems to appropriately follow plans when providing spiritual care to our participants
Engagement Strategies

- Networking through Kaufman Interfaith Dialogue group
- MCM Board members
- MCM Steering Committee members
- MCM Volunteer ACP facilitators in various faith communities
- MCM Community Engagement events (AAAWM, etc.)

Timeline

- 2014: MCM joins Kaufman Interfaith Institute Dialogue Group
- 2015: Summer: Carol meets with Katie Gordon (KII) and KII Dialogue group members to further explain ACP
- 10/6/15: MCM Board approves Interfaith Project
- 3/3/2016: Interfaith ACP Information meeting to various faith/belief groups
- 6/3/16: Interfaith ACP Kick-off meeting; begin Design & Implementation Process
- 9/23/16: First Step Training for Interfaith volunteers ~ Pilot formally begins
- 11/2016: "Safe Space, Brave Space" Dialogue session with KII Katie Gordon & Kyle Kooyers
- 3/31/2017: Six month ACP Pilot phase ends
Budget

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Honoring Healthcare Choices MI</td>
<td>$11,220</td>
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<tr>
<td>First Step Training expenses</td>
<td>$2,640</td>
</tr>
<tr>
<td>Dedicated MCM staff hours</td>
<td>~$18,000</td>
</tr>
<tr>
<td>• Community Coordinator</td>
<td></td>
</tr>
<tr>
<td>• Program Assistant</td>
<td></td>
</tr>
<tr>
<td>• Executive Assistant</td>
<td></td>
</tr>
<tr>
<td>Supplies for Interfaith partners: MCM Brochures,</td>
<td>$250</td>
</tr>
<tr>
<td>Advance Directives, supplemental materials</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>$32,110</td>
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Kick-Off

First Step ACP Facilitator training on 9/23/2016
FS Instructors: Carol Robinson & Chaplain Jim Kraft
M.Div.
Referral Sources:
- Website
- Previous presentation
- Conference outreach/presentations
- Publication
- Collaboration between community groups
- Media (radio/TV/newspaper interviews)
- Personal referrals

MCM Faith-Based Community Engagement Presentation

First Step Qualifications:
- Green sheet (intro to ACP) questions – DO NOT DISTRIBUTE!
- Request return of contact card (provides capture rate)

Wants conversation, more information or AD review?
- See direct contact process to assign/schedule conversation

Coordinator contacts to schedule (community engagement)

Wants ACP conversation?
- Yes
- No

ACP Information Presentation (other flow sheet)

Wants ACP conversation?
- Yes
- No

ACP Meeting
- Program Assistant verifies participant's facilitator preference (Faith-based or MCM Volunteer)
- Faith Group or MCM Facilitator contacts & documents response within 72 business hours
- Conversation scheduled
- Decline

Attended presentation
- Yes
- No

Schedule 2nd meeting with client & advocate
- Schedule first meeting with clients, provide forms
- Final meeting with advocate
- Agree to follow-up contact?
- No
- Yes
- Call back 6-8 weeks

Storage and retrieval
- GLHC upload

Handouts:
- MCM Brochure
- Patient Advocate Info
- Contact Card

Enter into MCM database and close encounter

ADVERTISE!

Westminster
- Flyer was displayed as a large poster outside of main sanctuary for several weeks
- Printed as a bulletin insert for 2 consecutive weeks
- Used pictures of participants and their facilitator

Jewish Federation
- Guest speaker at Jewish Shabbat morning service
- Monthly newsletter ad
- Featured in Thursday GR Press “Ethics & Religion Talk” feature
- Being Mortal presentation
### Interfaith ACP Program

#### Outcomes

**Sept 2016 - March 2017**

<table>
<thead>
<tr>
<th>Site</th>
<th>ACP Conversation</th>
<th>Advance Directives</th>
<th>ACP Education Presentations</th>
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<tbody>
<tr>
<td></td>
<td>Offered</td>
<td>Requested</td>
<td>Completed</td>
</tr>
<tr>
<td>Blythefield Hills Baptist Church</td>
<td>281</td>
<td>74 (26%)</td>
<td>46 (62%)</td>
</tr>
<tr>
<td>Grand Rapids Buddhist Temple</td>
<td>11</td>
<td>5 (45%)</td>
<td>2 (40%)</td>
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<tr>
<td>Jewish Federation of Grand Rapids</td>
<td>134</td>
<td>13 (10%)</td>
<td>13 (100%)</td>
</tr>
<tr>
<td>Safe Haven Ministries</td>
<td>13</td>
<td>7 (54%)</td>
<td>2 (29%)</td>
</tr>
<tr>
<td>Westminster Presbyterian Church</td>
<td>102</td>
<td>36 (35%)</td>
<td>20 (56%)</td>
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<tr>
<td><strong>Interfaith Total</strong></td>
<td>541</td>
<td>135 (25%)</td>
<td>83 (61%)</td>
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<tr>
<td><strong>Interfaith Impact</strong></td>
<td>38%</td>
<td>51%</td>
<td>66%</td>
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### 2018 Outcomes (Q2)

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<thead>
<tr>
<th>Type</th>
<th>Q1</th>
<th>Q2</th>
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<tbody>
<tr>
<td>Out Reach</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Hospital</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>In Process</td>
<td>26</td>
<td>26</td>
</tr>
<tr>
<td>Completed</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Dismissed</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Terminated</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Lost In Follow-Up</td>
<td>3</td>
<td>3</td>
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<tr>
<td>Unidenitified</td>
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<tr>
<td>Information Only</td>
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### ACP Documents in VIPR

**Through August 2018 – Source Type**

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<th>Type</th>
<th>Total</th>
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<tbody>
<tr>
<td>Attorney</td>
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<tr>
<td>Community Organization</td>
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<tr>
<td>HIE</td>
<td>161</td>
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<tr>
<td>Home Health</td>
<td>775</td>
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<tr>
<td>Hospice</td>
<td>1,168</td>
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<tr>
<td>Hospital</td>
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</tr>
<tr>
<td>Individual</td>
<td>4</td>
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<tr>
<td>Outpatient Clinic</td>
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<tr>
<td>PHO</td>
<td>1,542</td>
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<tr>
<td>Senior Living Center</td>
<td>21</td>
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<tr>
<td>SNF/LTC</td>
<td>430</td>
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<tr>
<td>Telemedicine</td>
<td>1,085</td>
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<tr>
<td><strong>Grand Total</strong></td>
<td><strong>46,852</strong></td>
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Challenges

Knowledge
- Initial general lack of understanding: why is ACP important in the Interfaith/Spiritual Care setting?
- AD document requirements/MI Statute

Communication
- Inconsistent Leader participation (some sites)
- Inconsistent Champion participation (some sites)

Process
- Becoming familiar with workflow between site and MCM
- GLHC upload convenience (some sites)
- Timely distribution of Advisory Committee notes

Sustainability
- Funding

Successes

- Expanded community ACP education
- "Wisdom from the Field": monthly Advisory meetings
- Greater understanding of EOL beliefs/rituals amongst the interfaith group
- Outcome data provided to groups to demonstrate program effectiveness to their leadership and membership
- Removed monetary expense barrier for training/participation
Key Learnings

- Changed target focus from spiritual leaders to faith/belief group members with an understanding/passion for ACP

- Community Coordinator ~ give the members more feedback about the interfaith work as it relates to the whole of MCM work

- Question: are interfaith facilitators more “open” to hearing a person’s story, vs. when a person is in a medical setting?
  - Is the person more open to sharing their story?

- ACP conversations can be helpful to Spiritual Leaders in memorial/funeral planning

Participant Stories

- December 2016, ACP conversation with couple and adult daughter
- March 30, 2017, husband/father passed away suddenly and unexpectedly
- Wife’s reflections on the importance and meaningfulness of having had the ACP conversation:
  - “Absolutely; we knew his wishes.”
  - “Helped us plan his service.” “This beautiful service for Roger affected so many people to think about things in a different light.”
  - “Helped us (further develop) a vocabulary for those things that make our lives richer.”

- Specifically about the conversation:
  - “It’s a facilitated conversation with prompts about past experiences that…”
  - “It’s an intergenerational family conversation with respect for how (particular) families approach things: a great vehicle for communicating family values (across the generations).”
Current Status

- Added one Methodist church
- Lake Michigan Regional Presbytery conference
- Numerous interfaith education events

Grand Rapids, MI ~ Best Place to die in America

Policy and Politics to Drive Change in End-of-Life Care: Assessing the Best and Worst Places to Die in America.


Most people want to die at home, but many land in hospitals getting unwanted care.

Contact Information

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