Respecting Choices®
PERSON-CENTERED CARE

National Share the Experience 2018
Improving Person-Centered Outcomes Through Collaboration

October 23–26, 2018
Bloomington, Minnesota

THERE’S NO PLACE LIKE HOME…. FOR ADVANCE CARE PLANNING

UnityPoint at Home
UnityPoint Health System
Objectives

• Identify and understand the importance of key stakeholder’s engagement and collaboration in a multi-site person-centered ACP implementation plan.

• Describe home-based specific test of change strategies when implementing person-centered ACP across multiple sites of care.

There’s no place like home…..
THE ACP Journey for UnityPoint Health System

- UnityPoint Health, Cedar Rapids, Iowa contracted with Respecting Choices for consultation
- **Timeline for first wave in 6 sites**
  - Work started Fall 2015; all sites live February 2016:
    - 2 Family Medicine UPC’s
    - 2 Community Partners
    - St. Luke’s Associates
    - Home Care
- **Share The Experience Day – August 2016**
  - Invited first waves to report out and second wave sites to listen and learn
- **Design and Implementation for second wave sites**, including UP@H and a third community partner- Fall 2016
- **Working on system spread strategies** to align regional work and maintains ACP branding

ACP Resources / Governance at System and Regional Level

- **System Executive Sponsor** – Mary Ann Osborn, VP Care Transformation
- **Steering Committee** – THE Care Model Regional Executive Sponsors Team
- **Regional Executive Sponsors** – THE Care Model Regional Exec. Sponsors
- **Regional Operational Leaders/Coordinators**
- **Regional ACP Council** – Regional governance, including community partners
- **System Operational Team** – Regional Operational Leaders/Coordinators
- **Subcommittees/Work Groups** – initiated in CR, move to system level to align specific work as needed (i.e. Storage and Retrieval, Community Engagement and Marketing, Forms and Documents)
ACP Resources and Governance for UnityPoint at Home

- Organizational Faculty---Leanne Burrack
- System Executive Sponsor---Mary Ann Osborn, VP Care Transformation
- ACP Operational Council---TBD
- Regional Leadership---Home Care Leader(s)
- First Steps Facilitators---Regional staff members
- Project Management/Administrative Support---Jennifer Kownacki
- Cedar Rapids support---Elly Steffen, Operational Leader; Barb Haeder, Organizational Faculty

UnityPoint at Home- Certified Home Care 2nd Wave

- Design and Implementation: Resources
  - CRT support- Quality, PI, IT, PM, Education, Home Care ED
  - Increase time/ first few months – embed best practice in work
  - Certification for Facilitators- 9/13/16
    - Des Moines- 5- Leader present
    - Atlantic-1
    - Ft. Dodge- 2- Leader present
    - Storm Lake- 1
    - Sioux City- 2
    - Waterloo- 2
    - Dubuque- 2
    - Moline/ Muscatine-2 (Quincy- TBD)
    - Madison- go live delayed
  - Instructor Certification- 9/14/16
  - Go live- October 1- goal- 10-15 conversations per facilitator within 6 months
    - 2nd Wave
  - Mileage/ travel time/ billable visit by MSW with physician order
UnityPoint at Home Implementation Plan

- Target population- identified by home care site
- Standardizing processes/policies/forms- Iowa, Illinois, Wisconsin ACP
- Aligning compliance with Home Health Value Based Purchasing (Iowa)
- UnityPoint at Home ACP Council
- Support/mentoring with spread strategy at end of 2nd Wave- regional- Jones County

UnityPoint at Home- workgroups

- Forms and Scripting
  - Standardization of legal Advance Directive Document for each state served- Iowa, Illinois, Wisconsin, Nebraska, S. Dakota
  - Scripting for facilitators, providers, leaders, etc.
- Storage and Retrieval
  - Work with First Wave teams on continued design of common storage area within EPIC and processes to obtain and retrieve documentation
  - Documentation of the conversation and storage of AD in McKesson
- Quality
  - Continue to test defined measures, create documentation tools
- Community Engagement
  - Testing current consumer education materials
  - Branding strategy
Quality Outcomes - focus on ACP Promises

- First Steps ACP Teams: 62 Facilitators, 12 Instructors
  - # patients invited/ % that participated in ACP facilitated conversation
  - # patients with ACP conversations with HCA present
  - # patients with ACP conversations that completed written AD
  - Conversation note and AD in both home care and system medical record (McKesson and epic) - storage most significant challenges - engaged epic IT specialists - changed epic ACP function
  - Staff time, # of ACP visits and mileage to monitor resources/ expenses

Invited / % Participated - All Regions
Participated with HCA Present - All Regions

ACP conversation: AD completed - All regions
The journey continues

- Advance Care Planning in UnityPoint Clinics
- Implementation plan - 3 Internal Medicine clinics
- High risk population - with Medicare AWV
- Billing the allowable ACP codes - no co-pay to patient with AWV
  - Waterloo - Evansdale Clinic
  - Moline - Moline IM Clinic
  - Central Iowa - Methodist Clinic

- Working on system spread strategies to align regional work and maintain ACP standardization and best practice
  - Barriers/ Challenges
    - Regional process/ work flow - buy in of team and leadership in region varied
    - Storage/ Retrieval
    - ACP facilitator turn over
Key Learning From Work

• Meaningful and Powerful work that ACP teams enjoy
• Leadership and ACP team support is essential for sustainability
• This is a long process, starting small and building at a sustainable rate with long term spread goals and vision- be patient and persistent
• Need “unofficial” ambassadors and champion community partners to change culture and acceptance of ACP conversations becoming part of routine care
• Process improvement is key to test processes, learn and adjust in initial start up and test periods- never give up!
• Home Care team very successful, provided lessons learned
• Clinic teams also very successful, but concerns on how to spread with competing priorities and limited resources
• ACP aligning with UnityPoint Health system priorities and strategies

Resources