Building an Advance Care Planning Team in a Rural Community

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The Beginning

It’s all about the people—sometimes it begins with just ONE

- One person… Director of Social Services/Care Coordination
- Training at Gunderson Medical
- Inspired to bring ACP to Pullman Regional Hospital and the greater community

Pullman Regional Hospital, Pullman, Washington
**Make It Happen**

- Train ambassadors
- Become Advocates
- Become Educators
  - AND some later became active ACP facilitators
- Sponsor Events

**Build A Team**

- Team Members include
  - ACP Coordinator
  - Physician Champion
  - Volunteer Facilitators
ACP Coordinator

- 12 hours/week
- Hospital based employee
- Provides a centralized office resource
- Selects, trains, and leads volunteer team
- Ensures quality and consistency

Physician Champion and Clinical Leadership

- Medical endorsement
- Source of referrals
- Staff ensured infrastructure
- Dr. Adkins provided 51% of referrals
Volunteer Team

- Affordability
- Flexibility
- Best opportunity for quality Patient Centered Care

Success

- The numbers prove it

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018 (august)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitated conversations total</td>
<td>45</td>
<td>58</td>
</tr>
<tr>
<td>Facilitated conversations/month</td>
<td>3.75</td>
<td>7.25</td>
</tr>
<tr>
<td>Participants/month</td>
<td>6.8</td>
<td>11.3</td>
</tr>
<tr>
<td>HCA and/or Family present</td>
<td>90%</td>
<td>89%</td>
</tr>
<tr>
<td>Documents returned</td>
<td>Not tracked</td>
<td>93%</td>
</tr>
<tr>
<td>Educational presentations</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Attendees (approximate)</td>
<td>152</td>
<td>146</td>
</tr>
</tbody>
</table>
Wellness Program

- Introduced ACP to entire hospital staff
- Encouraged advocacy for the ACP program
- Monetary Incentive

Our Process

- Receive Referral
- Initial Screening and Schedule Facilitation
- Assign Facilitator
- Have Facilitated Conversation
- Complete Documents
- Copy and File
- Report Back
Conclusions

- Value of Ambassadors
- Efficacy of physician champion
- Cultivate volunteer facilitators
- Measurable impact
  - Doubled monthly facilitated conversations and participants.
  - 89% family participation rate
  - 93% ACP documents returned.

Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.

Margaret Mead
Contact Information

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References

Thanks for coming and good luck building your program!