THE AHA´S FROM CONCORDANCE REVIEWS: A LIFETIME OF LEARNING THE VALUE OF MEASURING CONCORDANCE OF CARE: LEARNING FROM ONE ORGANIZATION

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Life Care Planning
“The right care when it matters most.”

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The Aha’s from Concordance Reviews...

Objectives:

• Describe one organization’s quality improvement study to measure concordance of care delivered to documented preferences.

• Identify two organizational initiatives that emerged from the quality improvement study to measure concordance of care delivered as compared to documented preferences.
What is Concordance of Care?

• Aligning expressed goals, values, and experiences to End-of-Life Treatment Choice
  – Measuring the care delivered
  – Conversation+ Documented Choices + Delivered Care= Concordance

Quality Initiative

• New Program Implementation
  – Nine months post-implementation of Life Care Planning Advanced Steps
    • Concordance Measurement
      – Manual Chart Review
  – Hopes to Meet the Triple AIM
    • Delivering High Quality of Care
      – Person-centered
    • Garnering High Satisfaction of Services
    • Fiscally Responsible
Aha’s of Retrospective Chart Reviews

- In the beginning, 2015...
  - WE HAVE A LOT OF WORK TO DO!
    - Documentation
    - Reinforcement of the LCP/RC Model
    - Education
      - “Ask- Teach- Ask- Teach Back”
    - System/Infrastructure Issues
    - Coordination and Collaboration

Listen and Apply Feedback

- Documentation
  - End-user ease of documentation
    - Navigation of EMR
    - Content documented
- Assessment of the Knowledge Base
  - Facilitators and Providers
  - Developed Regional Education Plans
  - Provided Series of WebEx's for documentation education
  - Mentoring and Shadowing
Coordinate and Collaborate

• Silos- Connecting Them
  – Reaffirming the Organizational Purpose
    • “member-centered” and “Right Care at the Right Time, Every Time”
  – Working together to improve the “experience”
    • Having the right tools and resources

Project Planning and Initiatives

• Initiated LCP Informational Modules
• Initiated a LCP Referral System
• Initiated a CPR Status Flag
• Initiated a Regional Primary Care/Specialty LCP Roadshow
• Formulated intentional, respectful, and working relationships
Project Planning and Initiatives

- Initiated a ACP Registry and Tableau Report
- EPIC ACP Upgrade
- Initiate a Care Gap Alert

The Trajectory of Concordance
In Closing…

“I hope that you leave here today with more questions than answers.”
Linda Briggs, one of my mentors

Questions/Comments