Objectives

- Understand the benefits of creating a Playbook to support an organization's person-centered ACP program implementation

- Describe key similarities and differences between healthcare and community Playbook models
Making it Work
Developing a PlayBook for a Healthcare Organization

When we started – March 2015
The Inspiration at National StE 2016

• Thank you Dartmouth-Hitchcock team for sharing your “playbook” model
• Binder approach to sharing who, what, when and how.
• Resources like printed invites, AD, scripting and EMR processes all in one location

What do we include?

• Who
• Epic
• Workflows
• Communication
• Groups
• Last Steps
What I saw post utilization

Lesson for Others

- Lighten the lift
- Fine line between too much freedom and too prescriptive
- Resources are available – adapt don’t create from scratch!
- Leadership support was overt and clear – we will all do ACP in primary care.
Making It Work
Playbooks for the Community

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Making It Work
Playbooks for the Community
Finding Community Opportunity

Building for Community Needs
Aligning Health Care & Community

Key Elements in Sustaining an Effective ACP Program

1. System Redesign
   - ACP team and workflows
   - Advance Directive
   - Storage and retrieval

2. ACP Education and Facilitator Certification
   - ACP Facilitator training
   - ACP team education
   - Other stakeholder education

3. Community Engagement
   - Materials that engage
   - Strategies to engage
   - Special population groups

4. Continuous Quality Improvement
   - The Five Promises
   - Implementation project plan
   - Ongoing QI plan

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PERSON-CENTRED CARE

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Aligning Health Care & Community

Key Element 1 – Design

Health Care Organization

System Redesign
- ACP team and workflows
- Advance Directive
- Storage and retrieval

Community Organization

Program Design
- ACP team and processes
- Advance Directive
- Sharing and advocating

In creating a sustainable model: What can be used? What should be modified? What needs to be created?

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Key Element 4 –
Improvement

Health Care Organization
Continuous Quality Improvement

– The Five Promises
– Implementation project plan
– Ongoing QI plan

Community Organization
Ongoing Improvement

– The Five Promises
– Implementation project plan
– Reevaluating for better service

In modifying a sustainable model: What guides you to do better? What prevents failure?

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Increasing Complexity

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Increasing Similarities

Rethinking the Book
Questions?

- Anything else?

Thank you!