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

ACP is for ALL Adults: Our Employee Initiative
Learning Objectives

- Identify at least two challenges unique to the implementation of a person-centered ACP workflow for employees/co-workers.
- Describe at least one common goal shared by advance care planning and a comprehensive wellness program.
- List the educational and support strategies that empower non-clinical facilitators to provide person-centered ACP conversations with clinicians and peers.
Parkview Health Mission and Vision

• Improving your health and inspiring your well-being by…
  • Tailoring a personalized health journey to achieve your unique goals
  • Demonstrating world-class teamwork as we partner with you along that journey
  • Providing the excellence, innovation and value you seek in terms of convenience, compassion, service, cost and quality

Start with the Why

• Normalize Advance Care Planning
  • ACP is part of our routine of care
  • ACP is for all adults
    • Regardless of age
    • Regardless of health
  • Physicians, other providers and co-workers are part of “all adults”
Who will facilitate these conversations?

- Occupational Health
- Primary care provider
- Employee Assistance Program counselors
- Wellness coaches

How will we invite co-workers to participate?

- Intentionally identifying that these would not be physician/provider invitations
- Selecting targeted employee departments
- Creating an in-person invitation strategy
- Personalizing the invitation
- Deciding about incentivizing having an ACP conversation
When/Where Will the Conversations Occur?

- Group-facilitated conversations
- One-on-one conversations
- Either or both
- Person-centered considerations

What about Documents and Documenting?

- First Wave
  - Employee responsibility for AD documents
- Mid-second wave
  - Now able to scan AD documents into EMR
- Third wave
  - Will be able to document conversation in EMR
Employee Initiative Only - Data Outcomes

Measures of Success (Group)
   a. 70% of attendees will report the conversation as “Very Useful”.
   b. 60% of attendees who indicate they have an AD will be motivated to review their ADs as indicated on question #5 of the group evaluation.

Lessons Learned

- The value of a ½ sheet of paper
- Follow up email
- Personal invitations work
- Encourage agent participation
- Prioritize implementation teams
Achieving Success

- Keep coming back to assess, adapt, and re-assess

Questions?
References


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