

# Respecting Choices®

PERSON-CENTERED CARE

Respecting Choices is a well-established, not-for-profit organization committed to guiding organizations and communities as they integrate and disseminate best practices to ensure that individuals' preferences and decisions for healthcare are *known and honored*.

Implementing effective systems for advance care planning (ACP) and shared decision-making (SDM) requires much more than conversation skills. The following unique abilities of Respecting Choices meet these additional needs.

## More than education — guiding implementation of systems to support ACP and SDM as standards of care

Healthcare is complex. Implementing new programs and interventions requires acknowledging and accommodating that complexity. Respecting Choices guides the organizations and communities with whom we work by:

- Effectively engaging local leaders to support the implementation and sustainability
- Determining where to start, how to spread, and how to sustain the changes
- Defining workgroups to evaluate and redesign the systems to support the desired future state, including defining metrics and goals of success
- Mentoring through successive waves of implementation at smaller sites, testing and refining, and hardwiring organization-specific workflows and microsystems
- Providing standardized curriculum and competency-based certification using tested and proven content and methods
- Transferring the "systems and educational knowledge" to the organization/community through a Respecting Choices Faculty Fellowship Certification program, for long-term sustainability

## Not a "one size fits all" intervention — conversations for all phases of health

Respecting Choices has developed conversations to meet the needs of any individual, whether a healthy young adult, a patient navigating the complexities of progressive illness, or an individual facing end-of-life decisions.

## Everyone has a role — empowering the interprofessional model of care

While physicians remain critical to clinical decision making, the Respecting Choices model defines roles for the entire medical team in supporting individuals and their loved ones in preparing to make future healthcare decisions that are in line with their goals.

## Healthcare cannot (and should not) do it all — partnering across many settings

Respecting Choices programs have worked in healthcare settings, from large multi-state health systems to small critical access hospitals but also outside of healthcare. Respecting Choices' experience demonstrates the effectiveness (and importance) of implementations outside healthcare, elevating a holistic approach to address individuals' mental, spiritual, social, and emotional priorities when making healthcare decisions, including:

- Statewide community and health-based initiatives
- Faith-based communities and organizations
- Community agencies and organizations

## Demonstrated effectiveness of the Respecting Choices model

Over the last 25 years, Respecting Choices programs have been used in over 330 organizations and communities across the U.S. and other countries, providing a robust foundation of practical experience. In addition, Respecting Choices has been a studied intervention in 33 research publications. Together, our practical experience and peer-reviewed, published research have demonstrated that the Respecting Choices programs favorably impact all domains of the Quadruple Aim.