



Respecting Choices® Model: Measurable Benefits

Benefits to Individuals

- Preferences known and honored
- Avoidance of unwanted care
- Increased satisfaction with care
- Increased planning across diverse populations
- Decreased decisional regret
- Earlier hospice referrals

Benefits to Their Loved Ones

- Improved understanding of patient's preferences
- Reduced stress, anxiety, and depression of surviving loved ones
- Increased satisfaction with care

Benefits to Healthcare Organizations

- Reduced in-hospital deaths
- Improved efficiency of care, including earlier hospice referrals
- More equitable access to care
- Reduced distress for clinicians
- Trend of reduced cost of care

Respecting Choices®
PERSON-CENTRED CARE

Respecting Choices® Model: Measurable Benefits

Systems are perfectly designed to achieve the results they get. Achieving different/better results requires redesigning the systems – and the processes within them.

Building systems to keep the ultimate promise *"to know and honor preferences and decisions"* ...brings obvious benefits to the people you serve, in important and measurable ways, like ensuring individuals do not receive care that would be unwanted or burdensome. It also brings benefits to their loved ones, including less stress, anxiety and depression in response to death, like the health care agent's certainty in having made the right decision for the person.

And there are also demonstrated, measurable benefits for the healthcare organizations that implement these programs as a standard of care, including:

- Reduced in-hospital mortality
- Improved efficiency of care due to earlier utilization of resources (palliative care, hospice)
- more Equitable access to care - when advance care planning is used by individuals across diverse populations
- and clinicians use phrases like, "I no longer have to lay awake at night wondering if I did the right thing"
- Lastly, while the driving purpose of this work is to honor patient values, a trend toward reduced per capita cost of care can be observed, providing evidence that unwanted diagnostics or interventions were not done when clearly expressed in a clear Advance Care Plan and/or during a shared decision-making conversation.