

Advanced Directives Workflow

As a facilitator for advanced care planning conversations working with Honoring Choices Idaho, please consider how you will identify patients in the target population and set up conversations with them. This document is designed to help you think through your current workflow and identify processes for reaching out to patients in the target population and initiating ACP conversations. Please complete as much as possible prior to the facilitator training.

Target population: Medicare patients >65 with one or more diagnoses of: heart failure, cancer, COPD, or end-stage renal disease.

<p>How will you identify patients in the target population to contact?</p>	<p>At daily huddle to review next day's patients, note patients in target population.</p> <p>Run report from EMR to get list of patients in target population and any upcoming appointments.</p>
<p>Who will invite patients in the target population to have an ACP conversation?</p> <p>There might be more than one person or role responsible for this. Consider all who may be involved.</p>	<p>Providers, RNs, Care Manager</p>
<p>How will patients be invited to participate?</p> <p>List more than one strategy.</p>	<p>Providers will invite <i>any</i> patient if needed during appointment RNs will invite all patients in target population during appointment Care Manager will reach out to patients in target population that do not have appointments scheduled.</p>
<p>Where will ACP facilitated conversations take place?</p> <p>Remember, you can also facilitate conversations with groups of patients and families.</p>	<p>In Care Manager's office.</p>
<p>What is your workflow if follow-up conversations are requested or the advanced directives are taken home for more discussion? (i.e. the patient needs time before completing the form or has additional questions).</p>	<p>Care Manager will schedule follow-up phone call for 7-14 days from initial conversation.</p>
<p>How will you store and retrieve the completed forms in your organization?</p>	<p>Store and retrieve through EMR.</p>
<p>Consider who in your organization might be involved or impacted by this work. List the staff involved and what/how you will communicate this initiative and process with them.</p>	<p>Provider, RNs, patient services coordinators, MAs, Care Manager</p>

