Honoring Choices Faribault & Owatonna

- Allina Faribault and Owatonna vision
  - Dave Albrecht and Steve Pribyl, presidents of Owatonna and Faribault hospitals, shared a vision to facilitate advanced care planning conversations in their respective communities.
  - Focus on community based conversation
  - Integration of community leaders from various backgrounds to provide input and support
  - Equal representation from both communities
  - Honoring choices provided the foundation, tools and platform to turn vision into a reality

Joint Advisory Council

- Development of the council
  - Who
    - Diverse group of community leaders from Healthcare systems, community based services, faith community, legal, financial and corporation
  - Invitation by Dave Albrecht or Steve Pribyl
    - Initital meeting and program overview
    - Council asked to embrace ACP message personally and professionally
    - 1 year commitment to Council
  - Responsibilities
    - Ambassadors
    - Development of ACP Coordinator position
      - Develop job description, interviewing and hiring decision
    - Support planning of Convenings leadership Lunch and evening event
      - Speakers and music, personal invitations, sharing of purpose and vision

ACP Coordinator Position

- Role of council
  - Development of job description
  - Interviewing and final hire decision

- Funding and sponsorship
  - Faribault Area Hospice Foundation
  - Owatonna Hospital Foundation
  - Federated Insurance

Introducing the Advance Care Planning Process to Two Communities: Faribault and Owatonna

Advance Care Planning is a process of thinking about, talking about, and writing down your wishes for future health care decisions for your loved ones and medical team to follow if a medical situation occurs and you are no longer able to communicate.
The Convenings Survey - ACP Challenges in Faribault & Owatonna

Main reasons people in both communities have not participated in ACP:

- Dying is a difficult subject to talk about.
- They are afraid of upsetting their loved ones by discussing their death.
- They don’t understand the healthcare directive form.

Faribault & Owatonna - ACP Community Engagement Plan

THINK
Community-Based HELLO Tool

TALK
Join the Conversation Series

WRITE
ACP/HCD Community Classes

Future Community Outreach

Health Care Provider/Staff Education for two Allina Health hospitals/clinic

Generation Considerations: Millennials

Cultural Considerations: Somali and Hispanic Communities

Riverwood Healthcare Center
Aitkin, MN
Joanna Brenny, RN Patient Care Coordinator
ACP First Steps Facilitator

Advanced Care Planning Timeline

2016:
- Coordination of Care Initiative and Advanced Care Planning began with Stratis Health
- IHMC and CIRMC partner with Honoring Choices joining the Greater MN ACP Cohort

2017:
- RN and NP students developed staff education
- Care Coordinators became Honoring Choices ACP Facilitators
- RPAP and NP students developed staff education
- ACP First Steps Facilitator

March/April 2017:
- Provider education
- Workflow fully in place
- Lynn from Honoring Choices hosted our first public class

Current:
- Hosting monthly classes, building workflow

Staff Education

Annual Nursing Skills Day
- Survey
- PowerPoint
- How to enter a consult
- What ACP is
- Where to find it in Excellian
- What to do with a completed form that a patient brings in
- Handouts
- ACP form
- ACP packet

Provider Meeting
- Survey
- PowerPoint
- How to enter a consult
- What ACP is
- Where to find it in Excellian
- What to do with a completed form that a patient brings in
- Handouts
- ACP form & packet
- ACP Excellian mini tip sheet
Consult & Scheduling Workflow

- PCP discusses at Medicare Annual Wellness Exam
- Consult is entered electronically
- Diagnosis Code entered onto problem list
- RN Care Coordinators follow up in 1-2 weeks via phone
- Free Appointment & monthly class times are offered

Appointment & Charting Workflow

- Check in with patient access
- Appointment is performed, document is filled out.
- Form is notarized at appointment
- Copies are made and provided to patient.

Consult & Scheduling Workflow

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Progress?

- March: 3 Orders
- September: 124 Orders
- March: 12 Appointments
- September: 49 Appointments

Quality Improvement

- What documents get placed in our folders? Does every patient get a folder?
- Cost savings while still properly informing our patients
- How do we engage our outlying clinics?
- Address ongoing barriers
- What happens when the patient brings a completed form to HIM?
- It gets scanned in, but sometimes it’s incomplete. What’s the review process?
- Problem list is not updated with overview info?
- Review how the monthly class is going
- Incorporate consistently sending letters to patients into our follow-up workflow

Northfield ACP Advisory Council

- Previous “silo-ed” ACP efforts
- November, 2015 letter from community members
  - Northfield Hospital & Clinics
  - Allina Medical Clinic – Northfield
  - Genevive (all 3 Northfield skilled nursing facilities)
  - Northfield Retirement Community
  - Three Links campus
  - Northfield Senior Center
  - St. Olaf Collage
  - Northfield Area Interfaith Association
  - Northfield Public Library
  - Honoring Choices MN

ACP Community Engagement – First Steps

- February, 2017: Honoring Choices ACP Facilitator Training at Northfield Hospital – 20 new certified ACP facilitators
- March, 2017: Northfield Leadership Lunch – awareness-building event for leaders of organizations across Northfield
- May, 2017: The Convenings!
- Ongoing educational presentations – Aging Mastery Series, Elder Collegium, independent & assisted living settings, organizations
NH&C Planning & Implementation Team

- Fall, 2015 ACP Pilot Program – Northfield Clinic
- Dec, 2016 NH&C signed HC-MN Community Partner Agreement, article in Medical Staff Newsletter
- Early 2017: New ACP Coordinator position, presentation to Leadership Team

What’s next for Northfield?

Community:
- Death Over Dinners
- Book/Media Discussions
- Educational Opportunities
- ACP Facilitator Network
- ReConvenings – Feb. 8, 2018
- Engage area attorneys
- Engage Spanish-speaking community members

Healthcare system:
- Staff education about ACP
- New ACP processes re: advance care planning, referrals for facilitation
- New patient educational materials
- “Go Wish” card game in the gift shop
- Quality measurement to assess impact

Thank you!