Welcome to today’s session!

Please use Chat to “All Participants” for questions

For technology issues only, please Chat to “Host”

WebEx Technical Support: 866-569-3239

Dial-in Info: Audio / Audio Conference (in menu)
Ice Breaker Question

Type into the chat box your response to the following question:

*How did you learn about this call?*

Make sure you send your message to “All Participants.”
Where are you located on the map?
Agenda

- History of National Healthcare Decisions Day (NHDD)
- NHDD 2017 + 2018 Highlights:
  - Hospice of the West
  - Baptist Health South Florida
  - Living Wisely, Dying Well
- Get your feedback and questions
the conversation project

NATIONAL HEALTHCARE DECISIONS DAY
your decisions matter
The Origins and Future of National Healthcare Decisions Day

Nathan A. Kottkamp, JD, MA (Bioethics)

National Healthcare Decisions Day, Founder & Chair
McGuireWoods, LLP, Partner
• April 16
• Founded by Nathan Kottkamp out of years of experience on ethics committees dealing with situations when failed to make their healthcare wishes known.
• All across the country, health care facilities, health care professionals, chaplains, the legal community and others will be participating in a collective effort to highlight the importance of making advance health care decisions and to provide tools for making these decisions.

• www.nhdd.org
NHDD Results as of 2017 (10 years!)

- Participation by at least 110 national organizations
- Participation by at least 1,600 state/local organizations
- Participation at US military at bases throughout the world
- Over 4.7 million facility/organization staff members received NHDD/advance directive information or training
- At least 3.9 million members of the general public participated in NHDD events and/or were known to have received advance directive information
- Over 15 million people were exposed to NHDD via various social media outlets: Facebook, Twitter, and LinkedIn, and #NHDD “trended” on Twitter (2015)
- Over 37,000 advance directives were completed on the ten NHDDs alone
Solutions

• Lead by example – Do your own
  • For the benefit of your loved ones
  • To understand what patients go through when completing their advance directives
• Talk with others
• Volunteer to speak
• Collaborate in the community
• Share the resources
NHDD is about you professionally
NHDD is about you personally
April 16 or anytime
Free resources year round at: www.nhdd.org
Questions?

Nathan A. Kottkamp
McGuireWoods
804.775.1092
nkottkamp@mcguirewoods.com
www.nhdd.org
Quality Life Care Navigators
Rhea Go-Coloma

*LMSW, CMFSW, Chief Administrative Officer, Hospice of the West*

Rhea is a licensed master social worker, certified in gerontology and forensic social work and is a current doctoral student studying organizational leadership with an emphasis on organizational development.

Rhea is a strong advocate for meaningful conversations surrounding advance care planning and has developed an innovative campaign with a multi-disciplinary team of certified trainers called the Quality Life Care Navigators.
Quality Life Care Navigators
Hospice of the West’s team of advance care planning advocates

This Team of Interdisciplinary Professional Care Planning Advocates is comprised of:
• Social Workers
• Spiritual Care Coordinators
• Nurses
• Community Liaisons
• Certified Nursing Assistants

These individuals are specially trained and certified to provide education, guidance, tools and resources on advance care planning.

Guidance and Goal Identification
The goal of the Quality Life Care Navigators is to reach individuals in the community early, so they can discuss their healthcare wishes with their circle of support. The Navigators believe having enriching discussions is beneficial at any point in one’s life. Their goal is to help others experience respectful expression of wishes matched with compassion, active listening and caring action.

The Care Community
Quality Life Care Navigators strive to put advance care planning into practice with healthcare professionals and other advance care planning advocates. They are committed to sharing knowledge and resources with other community providers, strengthening collaborative efforts in order to create a community of engaged individuals having thoughtful conversations on goals of care.

Quality Life Care Navigators commitment to Advance Care Planning Advocacy

• Strive to ensure shared decision-making by individuals and their circle of support.
• Help ensure availability and accessibility of advance care planning documents.
• Provide emotional support to help relieve stress and diminish anxiety.
• Offer guidance on strategies to help avoid disputes between family members.
• Collaborate with providers to match treatments to personal wishes.

For more information regarding Advance Care Planning or to speak with one of our Quality Life Care Navigators, please contact us at 602-343-6422.

The Individual and Their Support Network
The primary purpose of the Navigators is to extend a helping hand to individuals and their families by empowering them to have meaningful conversations through the shared decision-making process, which can sometimes be complex and difficult as end-of-life approaches.
SAVE THE DATE

The Gift of Conversation
Advance Care Planning

The vision of Hospice of the West is to encourage meaningful conversations that result in expressed wishes. As Health Care Professionals, we want to pay it forward by beginning the important conversations within our community. Please join our Quality of Life Care Navigators to learn how to LEAD BY EXAMPLE.

Three dates and locations available to choose from

April 17th, 18th & 19th
Each location will have a Legal Team and Notary on site
CEU’s offered

Locations and Details to follow.
Mark your calendars now and don’t miss this informative opportunity.
Please contact us with questions at Navigators@HospiceWestAZ.com

Sponsored By:

HOSPICE OF WEST  Dignity
Living Life to the Fullest  Memorial

In Partnership With

Thoughtful Life Conversations  the conversation project

602-343-6422  www.HospiceWestAZ.com

602-343-6422  www.HospiceWestAZ.com
Honoring A Life:
Advance Care Planning Conversations

AGENDA

9:00 am  Welcome and Introductions
Rhea Go-Coloma, LMSW, CMFSW,
Chief Administrative Officer

9:20 am  Reflecting on Your Life Values

9:35 am  Deciding Your Wishes

9:45 am  Having the Conversation

10:05 am  Documenting Your Wishes

10:45 am  Sharing Your Wishes and Documents

11:00 am  Wrapping it Up/Closing

11:05 am-1:00 pm  Collection of Written Evaluations

Light refreshments provided with the opportunity to meet
individually with our Quality Life Care Navigators,
Legal Counsel and Notary to discuss and complete
your Advance Care Directives.

HOSPICE OF THE WEST
Living Life to the Fullest

Dignity Memorial

In Partnership With

602-343-6422

www.HospiceWestAZ.com

602-343-6422
www.HospiceWestAZ.com
Quality Life Care Pledge

______ I have completed my advanced directives prior to this presentation and pledge to have the conversation with my loved ones.

______ I completed my advanced directives on-site with Hospice of the West Quality Life Care Navigators or legal counsel and pledge to have the conversation with my loved ones.

______ I took the pledge to complete my advanced directives and plan to have the conversation with my loved ones.
Baptist Health South Florida (BHSF)
NHDD Initiatives

Rose Allen, DNP, MSM/HM, RN, CHPN
Director, Bioethics Program
Faith-based, non-profit, community health system

9-hospitals serving from Boynton Beach to Florida Keys – diverse population

Miami Cardiac & Vascular Institute

Miami Cancer Institute

Urgent Care Centers, Primary Care, & Emergency Care Centers
Baptist Health Bioethics Team

Dr. Ana Viamonte-Ros, Medical Director

Christina Edozie, MSN
Bioethics & Patient Rights Coordinator, WKBH & HH

Patricia R. McCrink, BSN
Bioethics & Pt. Rights Coordinator, SMH & DH

Susan Howard, MSN
Clinical Ethics Consultant, BHM

Administrative Assistant, Anna L. Busto

Program Director, Dr. Rose Allen
1st NHDD 2017
April - June

➢ BHSF
   ➢ Intranet banner – Bioethics website
   ➢ Article for organizational newsletter
   ➢ BHSF library (5 locations) – displayed education packets

➢ Community
   ➢ Article for community newsletter to the public
   ➢ Formal and informal presentations - community groups > 100 participants
   ➢ Spanish Radio Station – Palliative Care MD

Baptist Health South Florida
What’s Happened Since June 2017?

- Recognized BHSF healthcare professionals as “Our Own Community”

- September 2017 – 1st CME/CE (1.5 credits) targeting healthcare professionals: A Guide to Effective Conversations About Advance Care Planning
  - Didactics covering 4 Steps in Conversation Starter Kit; interactive exercise (Go Wish Game), video (letter project); Advance Directives documents -explaining in details; coding for providers
  - Excellent response from all disciplines (physicians, nurses, social workers & others). Repeated in October, 2017, & January 2018
  - Ongoing plans to offer this CME course quarterly

- February 2018 – BHSF Retired Nurses (28 participants)
NHDD 2018 Plans

➢ BHSF
  ➢ same advertising as last year
  ➢ Ongoing CME/CE quarterly education for HCP

➢ Community – (formal & informal)
  ➢ Camillus House (homeless center). 2 presentations – Clinic Staff & Clients and case managers
  ➢ Alliance for the Aging
  ➢ Police benevolence group
  ➢ ALF’s near designated hospitals
  ➢ Churches
  ➢ Military dinner & Community Business Partner Meetings (WKBH)
  ➢ Spanish Radio Program- Guest, Medical Director
  ➢ Community Newsletter to the public
Questions & Contacts

➢ Contact Information:
rosea@baptisthealth.net

Phone: 786-596-6287
Living Wisely, Dying Well

The Conversation Project

Arlene Lowney  Arza Goldstein
February 21, 2018
Mission Statement

To change the paradigm of living wisely and dying well

- through education, the arts and humanities,
  community conversations and partnerships
Goals and Objectives

- To help Newton become a ‘Conversation-Ready’ city
- To create multiple public and semi-privates spaces for Conversations about better end-of-life care
- To integrate the Conversation Project,’ Living Wisely, Dying Well’ into the fabric of Newton
- To provide education, resources, help with:
  - How to choose and how to be a Health Care Proxy
  - ‘Conversations Project’ Starter Kits
  - Make it a Household Word
  - Teach Death Education at Newton High schools
Partnerships and Sponsors

- Good Shepherd Community Care and Hospice of Good Shepherd + Good Shepherd Institute [Fiduciary responsible partner 501(C)(3)]
- Newton-Wellesley Hospital;
- Mayor’s Office, Newton city employees; Newton Senior Services Dept. and Newton Senior Center; Council on Aging; Newton- Needham Chamber of Commerce
- First Unitarian Church, Myrtle Baptist Church, Temple Emanuel;
- Boston & Lasell College; Lasell Village CCRC (1st TCP grant-funded Sr living community)
- Local theaters and art spaces
Challenges and Opportunities

- Funding
- Volunteers
- Other communities are asking us about how to begin
- We’re on our way!
- Thank you!
Questions?
# Upcoming: Community Calls

<table>
<thead>
<tr>
<th>Date and Time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, March 21(^{st}), 3:00 – 4:00 pm ET</td>
<td>Community Planning 101</td>
</tr>
<tr>
<td>Wednesday, April 18(^{th}), 3:00 – 4:30 pm ET</td>
<td>Virtual Speaker Training</td>
</tr>
<tr>
<td>Wednesday, May 21(^{st}), 3:00-4:00 pm ET</td>
<td>Community Highlight</td>
</tr>
<tr>
<td>Wednesday, June 20(^{th}), 3:00-4:00 pm ET</td>
<td>Community Planning 101</td>
</tr>
</tbody>
</table>
## Upcoming: Getting Started in Congregations Webinar

<table>
<thead>
<tr>
<th>Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday, April 17(^{th}) 8:00 – 9:00 pm ET</td>
</tr>
<tr>
<td>Tuesday, April 24(^{th}), 8:00 – 9:00 pm ET</td>
</tr>
<tr>
<td>Tuesday, May 1, 8:00 – 9:00 pm ET</td>
</tr>
<tr>
<td>Tuesday, May 8, 8:00 – 9:00 pm ET</td>
</tr>
<tr>
<td>Tuesday, May 15, 8:00 – 9:00 pm ET</td>
</tr>
<tr>
<td>Tuesday, May 22, 8:00 – 9:00 pm ET</td>
</tr>
</tbody>
</table>
Upcoming: Conversation Sabbath 2018

Oct. 26 – Nov. 4 | #ConvoSabbath
We want your feedback!

- After this call you will be redirected to a Survey Monkey form

Please take a few moments to answer the following questions:

- How useful was this session on a scale from 1-5?
- Given today’s topic, what would you like to learn more about?
- Any other comments on today's session?
Questions?