

The Conversation Project

Planning for National Healthcare Decisions Day 2022

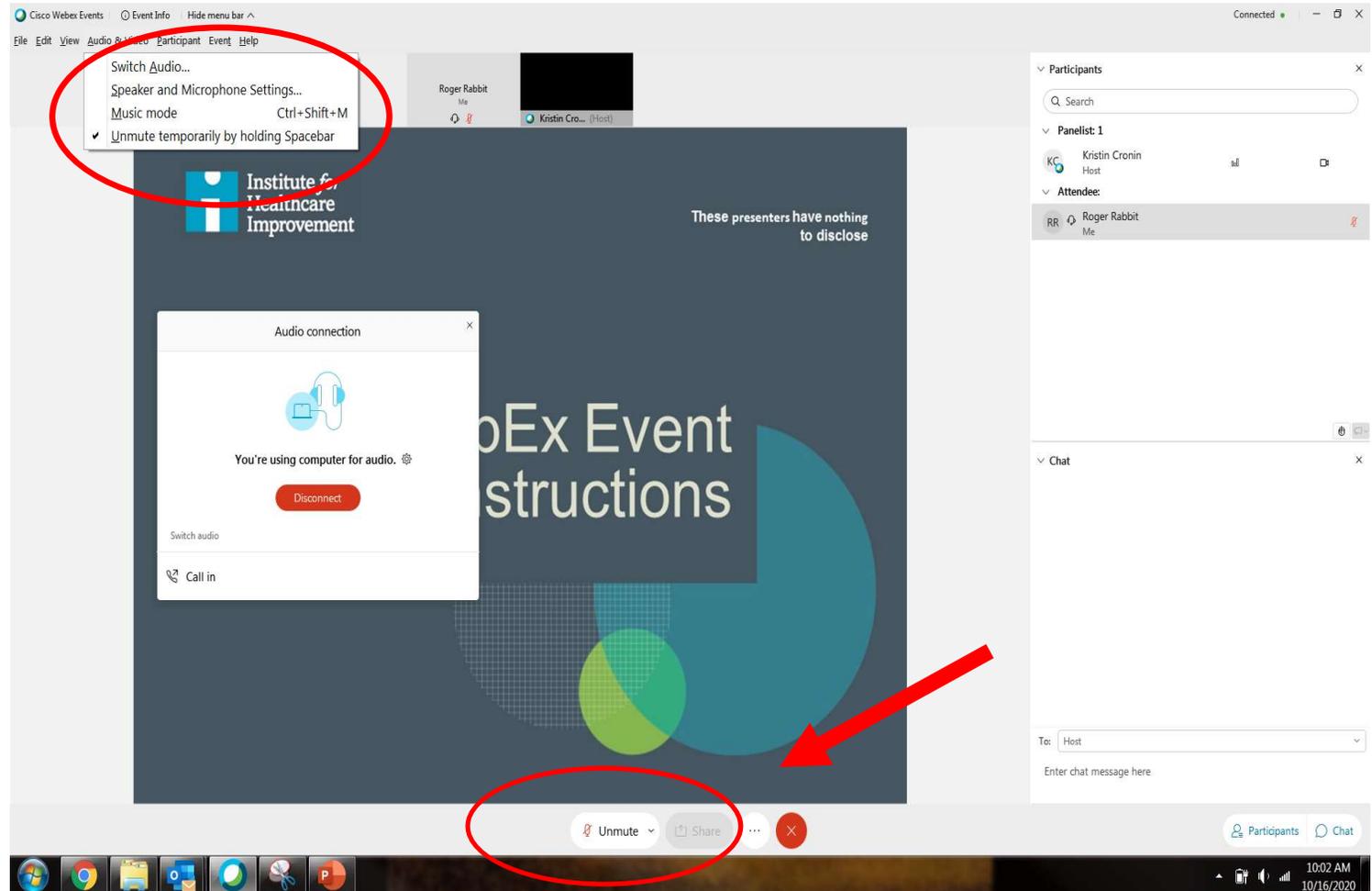
February 16, 2022

Patty Webster

Krissy Cronin

Audio broadcast

You will see a tab at the top of the screen titled “Audio & Video”. Click “Switch Audio” to either Call in or to use your computer speakers for audio. You can also find this on the “unmute” tab at the bottom of your screen.



WebEx quick reference

Please use chat to

“**Everyone**” for questions

For technology issues only,

please chat to “**Host**”

the **conversation** project

Raise your hand

Select Chat recipient

Enter Text

The screenshot displays the WebEx interface with two main panels: 'Participants' and 'Chat'. The 'Participants' panel is expanded to show 'Panelist: 1' (Kristin Cronin, Host) and 'Attendee:' (Roger Rabbit, Me). The 'Chat' panel is also expanded, showing a 'To:' dropdown menu set to 'Host' and a text input field with the placeholder 'Enter chat message here'. Three red arrows point to specific elements: one to the 'Raise your hand' icon in the bottom right of the Participants panel, one to the 'To:' dropdown menu in the Chat panel, and one to the text input field in the Chat panel. At the bottom of the interface, there are buttons for 'Participants' and 'Chat', and a small blue icon in the bottom right corner.

Intros/chat

Type into the chat box:

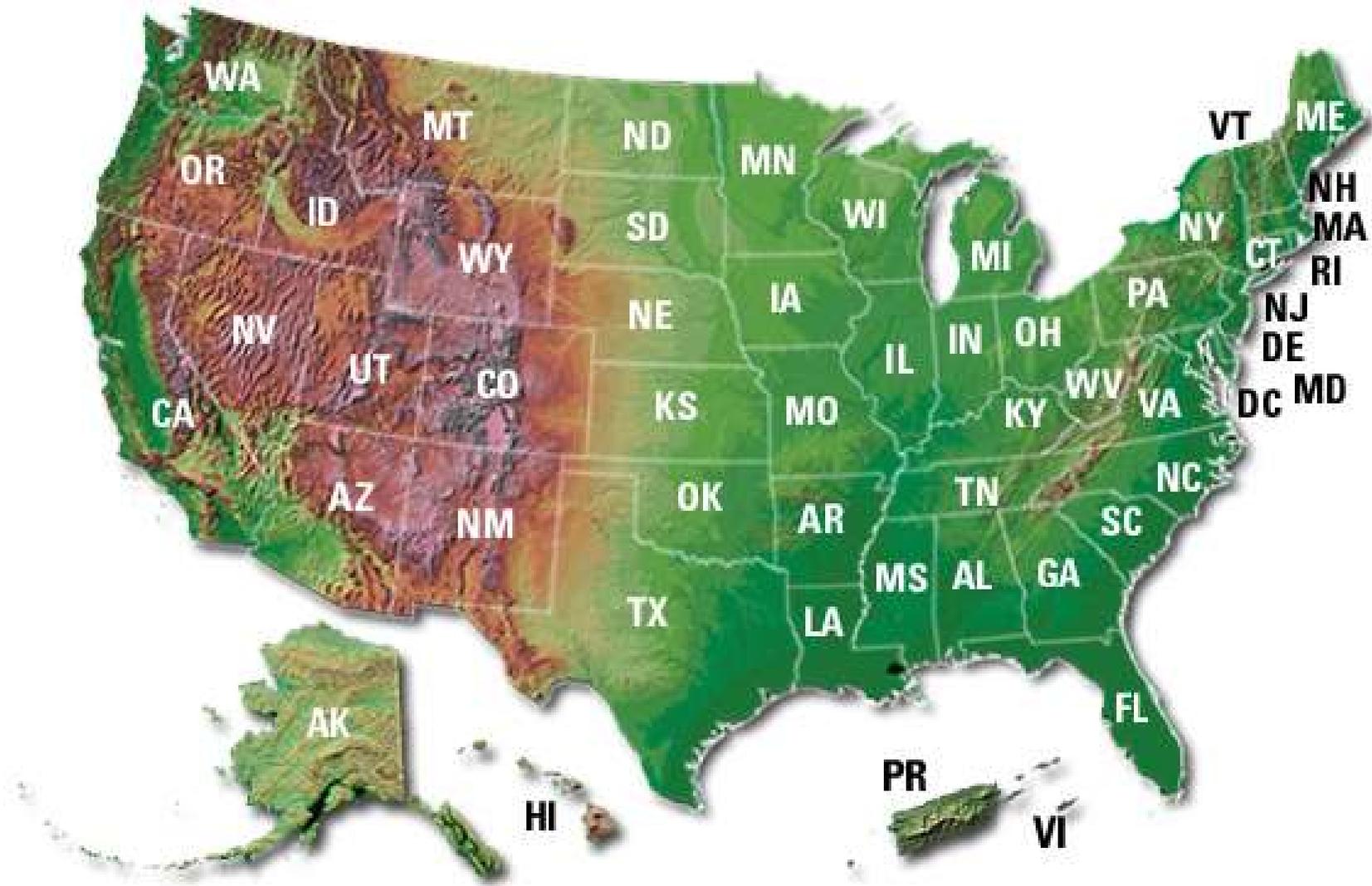
Your name, location, organization

Make sure you send your message to

“Everyone.”



Where are you located on the map?



On today's call

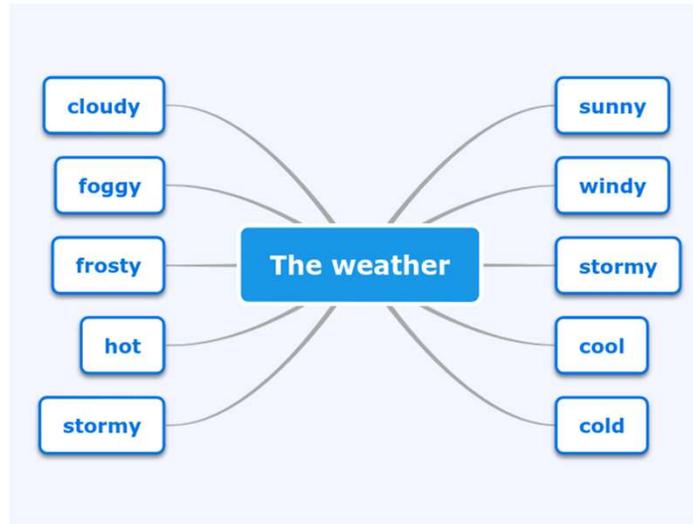


Patty Webster
Improvement Advisor,
Community Engagement



Krissy Cronin
Project Manager

Chat



What's your mental weather today?

Make sure you send your message to
"Everyone."

Agenda

- TCP quick update
- What is National Healthcare Decisions Day (NHDD)
- Learning from Messaging Research to Help Approach NHDD this year
- Sharing your plans for NHDD, Q&A, Network
- Leaving in action



**Helping people share
their wishes for care
through the end of life.**

Our website

the **conversation** project

 Institute for
Healthcare
Improvement



donate »

Home

Get Started

About Us

What's New

Blog

Videos

Get Involved

NHDD



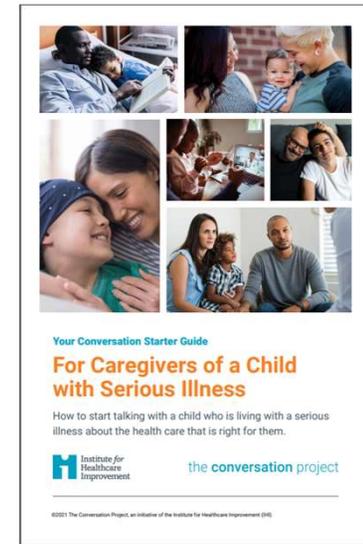
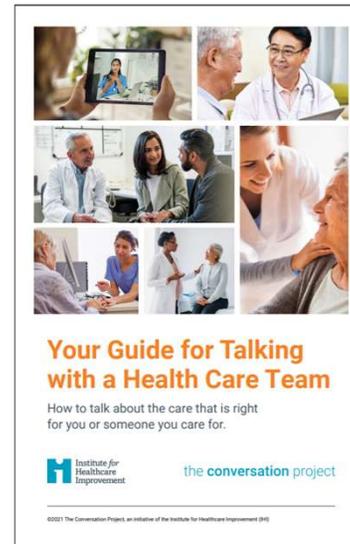
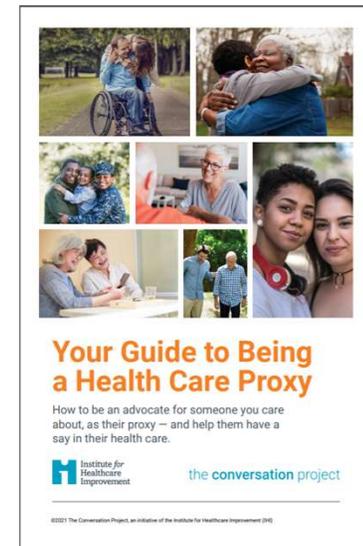
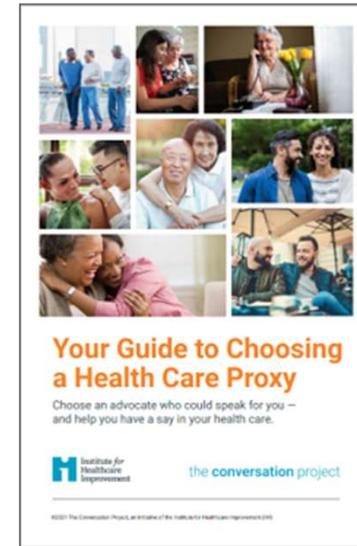
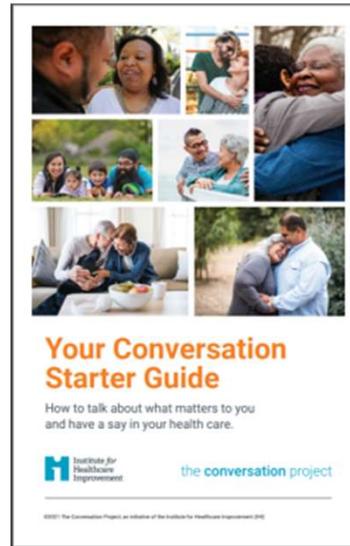
Helping people share their wishes for care through the end of life.

the **conversation** project



Free tools (in multiple languages & audio)

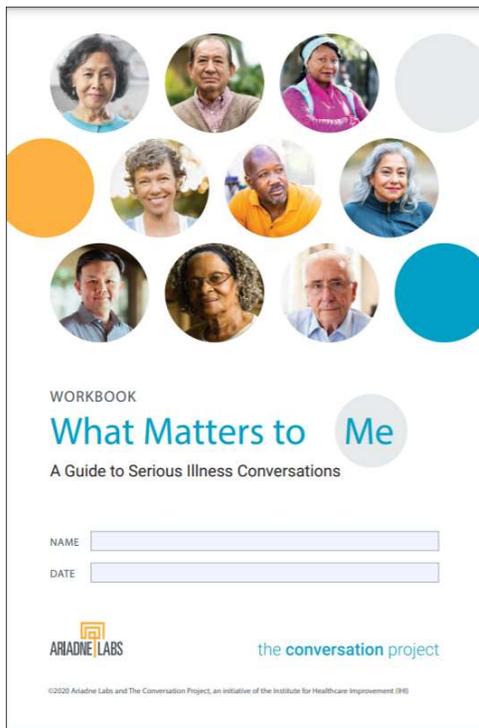
- Starting a Conversation
- Choosing a Health Care Proxy
- Being a Health Care Proxy
- Talking with a Health Care Team
- Caregivers of People with Alzheimer's or Other Forms of Dementia
- Caregivers of a Child with Serious Illness



Free tools (in multiple languages)

In partnership with Ariadne Labs:

- People with a Serious Illness
- Being Prepared in the Time of COVID-19



WORKBOOK

What Matters to Me

A Guide to Serious Illness Conversations

NAME

DATE

ARIADNE LABS the conversation project

©2020 Ariadne Labs and The Conversation Project, an initiative of the Institute for Healthcare Improvement (IHI)

NAME DATE

Being Prepared in the Time of COVID-19

Three Things You Can Do Now

This is a challenging time. There are many things that are out of our control. But there are some things we can do to help us be prepared — both for ourselves and the people we care about. Here are three important things each of us can do, right now, to be prepared.

- #### 1 Pick your person to be your health care decision maker

Choose a health care decision maker (often known as a proxy, agent, or health care power of attorney) — a person who will make medical decisions for you if you become too sick to make them for yourself.

 - Here's a [simple guide](#) to help you choose a health care decision maker.

Have a talk with your health care decision maker to make sure they know what matters most to you.

 - Make a plan to talk with your decision maker as soon as possible. Phone calls or video chats are good if you don't live with that person.

Fill out an official form naming your health care decision maker. Give one copy of the filled-in form to your decision maker and one copy to your health care team.

 - Get a free health care [decision maker form](#) here or download a form for free from your state attorney general website.
 - In a time of social distancing, you may not be able to create an official legal document. That's okay! Writing it down is still better than nothing.
- #### 2 Talk about what matters most to you

Talk with your important people and decision maker about what matters most.

 - The [Conversation Starter Kit](#) can help you get ready to talk to others about what matters most.
 - If you have already completed the Conversation Starter Kit or have an Advance Directive, review it with your loved ones to see if you want to make any changes or updates.

After you talk to your loved ones about what matters, talk to your health care team.

 - Call your primary care provider or specialist to set up a telehealth visit to talk about this. Knowing what matters to you helps your care team provide

YOU SHOULD KNOW

- First and foremost, do everything you can to stay personally safe and protect others.
- Follow the CDC recommendations for social distancing: wear a mask, stay home, clean your hands often, avoid close contact. Cover coughs and sneezes.
- Most people who get COVID-19 get a mild or moderate illness and don't need to go to the hospital.
- Those who do get a severe case of COVID-19 are mostly people who are older or have other medical problems.
- Some people, especially those who are young and healthy, will get better with routine hospital care. But many, especially those who are older and sicker, are not likely to survive even with a ventilator (breathing machine).
- People who are critically ill with COVID and have a cardiac arrest rarely survive, whether or not they receive CPR.
- Those who survive may be left with disabilities, both from damaged lungs and deconditioning after intensive care. Despite weeks or months in the hospital or rehabilitating in a nursing facility, survivors may not regain enough strength or function to return home.
- People who do not want intensive care should receive comfort care. Comfort care may be possible at home or in a nursing facility, especially with the care and support of hospice.
- Many emergency rooms, hospitals and nursing facilities are strictly limiting visitors. If you go, make sure you bring devices.

ARIADNE LABS the conversation project

©2020 The Conversation Project, an initiative of the Institute for Healthcare Improvement (IHI) and Ariadne Labs, a joint center for public systems innovation between Brigham and Women's Hospital and the Harvard T.H. Chan School of Public Health. Licensed under the Creative Commons Attribution-ShareAlike 4.0 International License. <https://creativecommons.org/licenses/by-sa/4.0/>

Newest Update: What Matters to Me Workbook (Chinese)

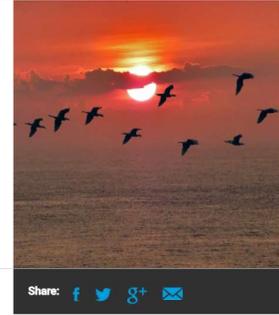


2021 Recap

Blog

Resource Recap: 2021 in Review

Posted on 12/07/2021



The year of 2021 was a roller coaster for sure, and it was filled with challenges, heartaches, growth, opportunity, new inspiration, and powerful stories. Our team was busy pulling together materials to support you in leading advance care planning

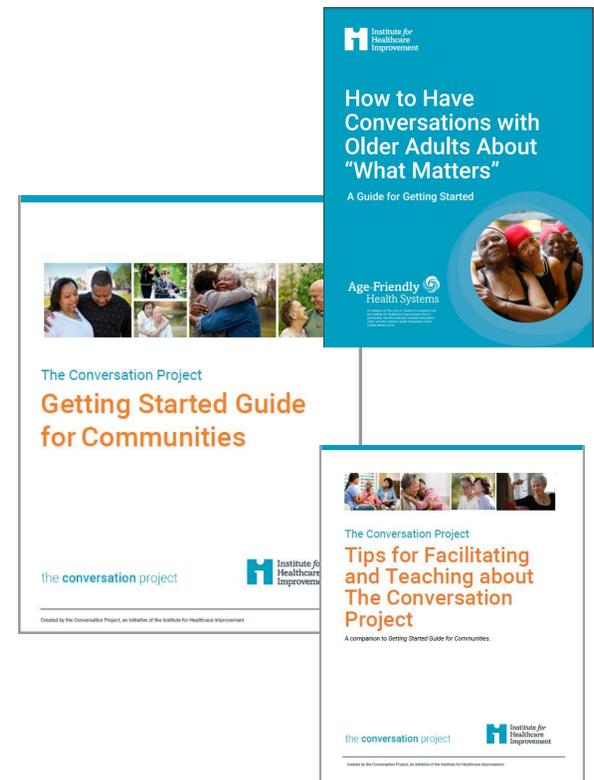
Share: [f](#) [t](#) [g+](#) [✉](#)

Resources for individuals

- Conversation Starter Guides, Workbook for people with serious illness
 - Multiple languages & audio versions
- Guest blogs & stories
- Articles and podcasts

Guides and resources for engaging with your community

- Recorded trainings and orientation
- Resource compilations
- Articles



the **conversation** project

**National Healthcare
Decisions Day**





Nathan A. Kottkamp

Founder

National Healthcare Decisions Day

<https://theconversationproject.org/nhdd>

Chat waterfall!

What are you thinking about / planning for NHDD?

Or what do you want to explore today?

Instructions:

- 30 seconds – type into chat (DON'T HIT SEND)
- On my cue – hit send



Chat

What's the mood in your community right now?



Adapting to current times

**National Healthcare
Decisions Day**



Dr. Anthony Back

Prof of Medicine, Division of Medical
Oncology, University of Washington
Co-Founder, VitalTalk



From previous chat - plans

What would you like to hear more about?



Last year - NHDD week: daily theme/resources

April 12th: Start with YOU (self)...*share Conversation Starter Guide or “What Matters to Me Workbook”*

April 13th: Engage and talk with family, friends, those important to you...*share proxy guides, blog stories, letters*

April 14th: Support for caregivers... *share dementia, pediatrics, and health care team guides*

April 15th: Bring NHDD to where you live, work, pray, and learn...*health care professionals, clergy, professional services orgs/individuals (estate attorneys, elder care lawyers, financial planners, etc.), colleges/universities, high schools*

Apr 16th: Today’s the day! Make your wishes known!... *share 5 Wishes®, PREPARE™ for Your Care, letters, any other resources to help*



TCP's NHDD 2022 Theme:

Talk about it



You can: Use/repurpose our content

- Use our content:
 - Conversation starter guides
 - Blogs: 10 easy things you could do (in 10 minutes or less)
 - Social media/newsletter toolkit
- Sign up for our newsletter
- Follow us and reshare on social media
 - ❑ Twitter: @convoproject
 - ❑ Facebook: The Conversation Project
 - ❑ Instagram: convoproject
- <https://theconversationproject.org/nhdd/resources/>



You can: Pull together your own story

- Use messaging principles you heard today

Talk up benefits

Aspirational stories

Choices

Invite dialogue – conversations

Trusted team



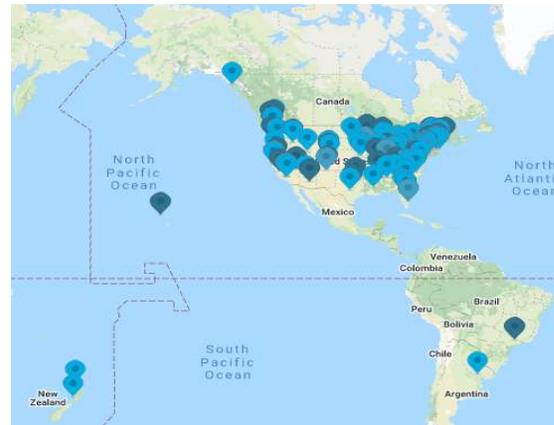
Share and connect with each other

Via TCP's network

❑ The Conversation Project: Community Champions
(Facebook discussion group)



❑ Champions Map



<https://theconversationproject.org/get-involved>



Don't forget to encourage listening...

When you listen generously to people, they can hear truth in themselves, often for the first time.

- Rachel Naomi Remen MD



Listening conversations clarify

Sent: Monday, March 29, 2021 9:39 AM

To: Info <info@IHI.org>

Subject: Thank you so much

I have elderly grandparents who live alone in another state, with nobody nearby to take care of them. I have suggested assisted living or having an aide come to their home for years but they always refuse. They have dementia and other health problems but have always been fiercely independent and mistrustful of others. I viewed your Conversation Project guides on my flight to Colorado and when I got here, I decided to change my usual approach to the issue. I started asking questions instead of telling them how worried I was. The questions I asked came straight out of your materials. Your guide was very helpful to start a 2 way conversation and I am so grateful for your initiative. Not only are they open to me being their healthcare proxy, they also have agreed to move to assisted living. I am so relieved, and so grateful for the information you made available at no cost to people. Thank you!



Thanks and appreciation



The John A. Hartford Foundation
Dedicated to Improving the Care of Older Adults



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?
- What would you like to learn more about?
- Any other comments on today's session?

