

# The Conversation Project National Healthcare Decisions Day

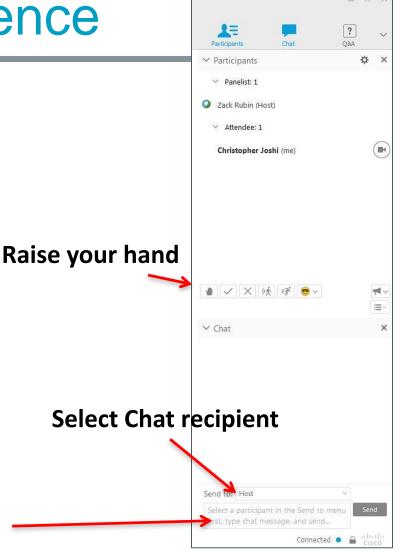
February 21, 2018

Kate DeBartolo Naomi Fedna

### WebEx Quick Reference

- 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)

**Enter Text** 



## Ice Breaker Question

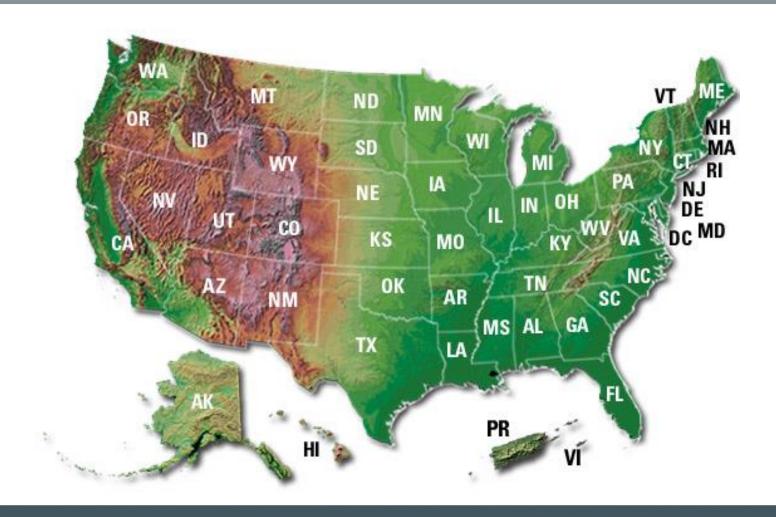
Type into the chat box your response to the following question:

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

#### **Spread the Word**



- 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



Living Life to the Fullest

## **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.





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.





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.



602-343-6422 www.HospiceWestAZ.com







### **SAVE THE DATE**



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:













602-343-6422

www.HospiceWestAZ.com









### **Honoring A Life:**

## Advance Care Planning Conversations



April 19, 2018 9:00 am-1:00 pm Phoenix Memorial Park 200 W Beardsley Phoenix AZ 85027

#### **AGENDA**

9:00 am	<b>Welcome and Introductions</b> 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		
10:50 am	Wrapping it Up/Closing		
11:00 am	Collection of Written Evaluations		
11:05 am-1:00 pm	Lead by Example Light refreshments provided with the opportunity to meet individually with our Quality Life Care Navigators, Legal Counsel and Notary to discuss and complete		



Living Life to the Fullest

Dignity

In Partnership With

your Advance Care Directives.





www.HospiceWestAZ.com









## Quality Life Care Pledge

I have completed my advanced directives prior to this resentation and pledge to have the conversation with my loved ones.
I completed my advanced directives on-site with Hospice of the Vest Quality Life Care Navigators or legal counsel and pledge to have ne conversation with my loved ones.
I took the pledge to complete my advanced directives and plan have the conversation with my loved ones.





## Baptist Health South Florida (BHSF) NHDD Initiatives

Rose Allen, DNP, MSM/HM, RN, CHPN

Director, Bioethics Program

# **Baptist Health South Florida**

- > 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



Administrative Assistant, Anna L. Busto



Susan Howard, MSN Clinical Ethics Consultant, BHM



Program Director, Dr. Rose Allen



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



## 1<sup>st</sup> 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



# What's Happened Since June 2017?

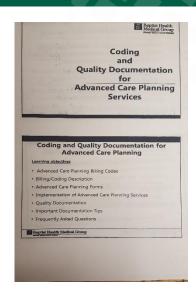
- Recognized BHSF healthcare professionals as "Our Own Community"
  - ➤ September 2017 1<sup>st</sup> CME/CE (1.5 credits) targeting healthcare professionals: A Guide to Effective Conversations About Advance Care Planning
    - ➤ Didactics covering 4 Steps in Conversation Starter Kit; interactive exercise (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)

## **BHSF NHDD Education Packet**





Designation of Healthcare Surrogate Fill this out if you wish to choose someone to make all w	e haditrons darkines and in ra	colo war health information. This narrow is called	rf a haelthcara cumverto
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Name:		Relations	
Phono:Add:			
If my surrogate is not willing, able, or reasonably avail	ble to perform his/her duties, l		
Name:		Relations	ppip:
Phone Add			
☐ I have ☐ I have not formulated a Living V INSTRUCTIONS FOR HEALTHCARE	Il before this admission.		
authorize my healthcare surrogate to:			
(Initial here) Receive any of my	ealth information, whether oral	or recorded in any form or medium, that:	
1. Is created or received by a healthcare provider, has	ficare facility, health plan, public	c health authority, employer, life insurer, school or	university or healthcare dearinghouse, and
<ol> <li>Helates to my past, present or future physical or r I further authorize my healthcare surrogate to:</li> </ol>	ental health or condition; the p	rowsion of heathcare to me; or the past, preser	nt or future payment for the provision of healthcare to me.
Initial here) Nake all healthcar	decisions for me, which means	s he or she has the authority to:	
1. Provide informed consent, refusal of consent or w	fidrawal of consent to any and	all of my healthcare, including life-prolonging p	oncedures.
<ol> <li>Apply on my behalf for private, public, government</li> <li>Access my health information reasonably necess.</li> </ol>	ry for the healthcare surrocate?	to make decisions involving my healthcare and	to apply for benefits for me.
<ol> <li>Decide to make an anatomical gift pursuant to pa</li> </ol>	f V of chapter 765, Florida Stat	utes.	***
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#### It's time to have the conversation...

#### At key milestones, such as

- · When you get your driver's license
- · When you form a long-term relationship
- · When you have a child
- · When you plan to retire
- · When you sign up for Medicare

#### In certain situations, such as

- · When you hold a high-risk job
- · When you engage in high-risk activities
- · When you start military training or are deployed
- · If you have a major genetic or congenital health condition

#### With your care provider, such as

- · During well visits with your primary care provider · When you're diagnosed with with a chronic,
- · As your health worsens
- · When you enter your final year of expected life

Talk about your end-of-life values, goals, and preferences with your loved ones and care providers regularly. The conversation may be difficult, but wouldn't you rather have it now, before a crisis?

www.iom.edu/theconversation





### 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 grantfunded 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**

Date and Time	Topic
Wednesday, March 21 <sup>st</sup> , 3:00 – 4:00 pm ET	Community Planning 101
Wednesday, April 18 <sup>th</sup> , 3:00 – 4:30 pm ET	Virtual Speaker Training
Wednesday, May 21st , 3:00-4:00 pm ET	Community Highlight
Wednesday, June 20 <sup>th</sup> , 3:00-4:00 pm ET	Community Planning 101



### Upcoming: Getting Started in Congregations Webinar

#### **Date and Time**

Tuesday, April 17<sup>th</sup> 8:00 – 9:00 pm ET

Tuesday, April 24th, 8:00 – 9:00 pm ET

Tuesday, May 1, 8:00 – 9:00 pm ET

Tuesday, May 8, 8:00 – 9:00 pm ET

Tuesday, May 15, 8:00 – 9:00 pm ET

Tuesday, May 22, 8:00 – 9:00 pm ET



## 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?

