



Institute for  
Healthcare  
Improvement

# *The Conversation Project* *National Healthcare Decisions Day*

*February 21, 2018*



Kate DeBartolo  
Naomi Fedna

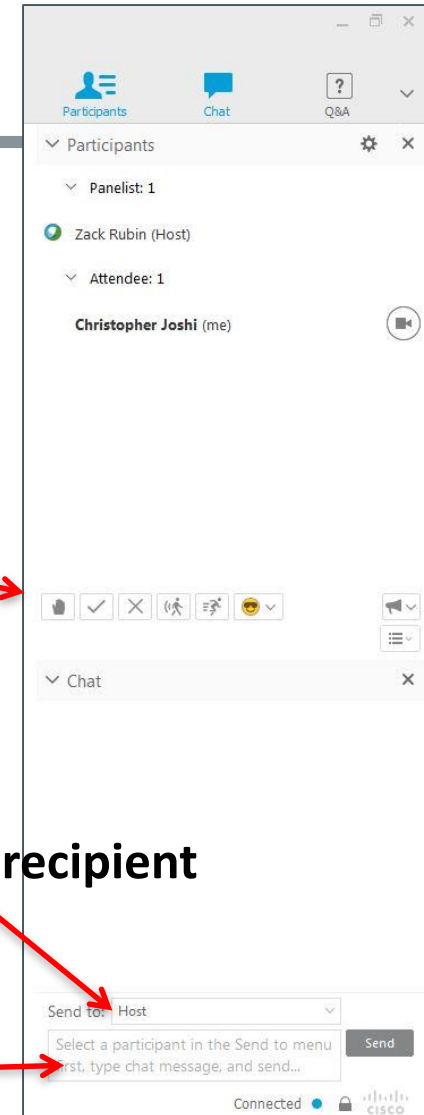
# WebEx Quick Reference

- 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)

**Raise your hand**

**Select Chat recipient**

**Enter Text**



# Ice Breaker Question

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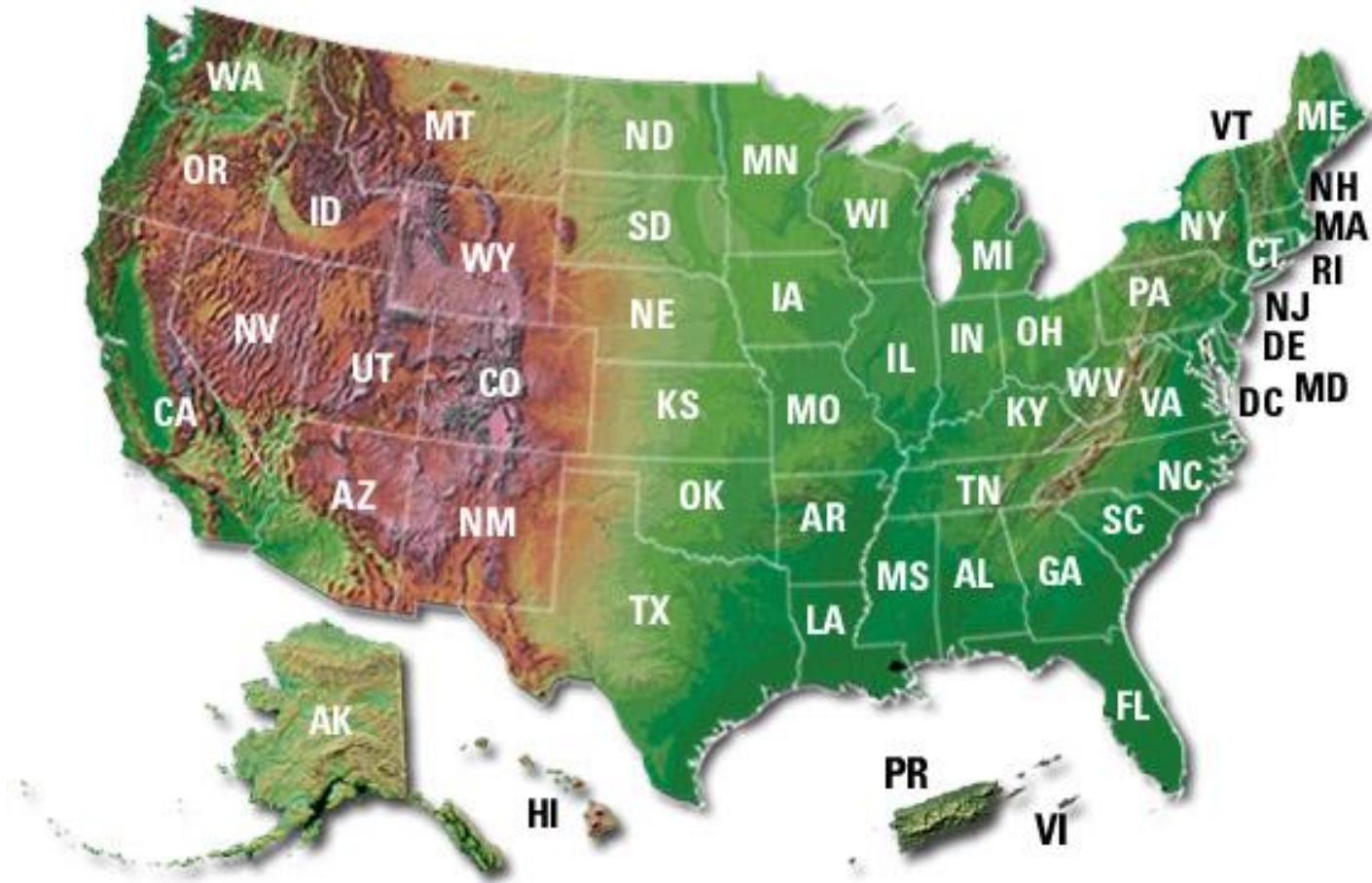
Type into the chat box your response to the following question:

*How did you learn about this call?*

Make sure you send your message to “All Participants.”

# Where are you located on the map?

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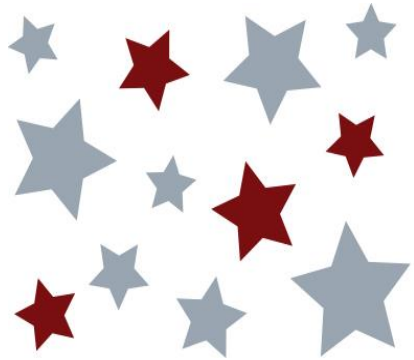


# Agenda

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- 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



# NATIONAL HEALTHCARE DECISIONS DAY

★ *your decisions matter* ★

- 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](http://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](http://www.nhdd.org)

# Questions?

Nathan A. Kottkamp

McGuireWoods

804.775.1092

[nkottkamp@mcguirewoods.com](mailto:nkottkamp@mcguirewoods.com)

[www.nhdd.org](http://www.nhdd.org)



# HOSPICE OF THE WEST

*Living Life to the Fullest*

## Quality Life Care Navigators



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[www.HospiceWestAZ.com](http://www.HospiceWestAZ.com)

# 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.



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## 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 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.

### 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.



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# 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](mailto:Navigators@HospiceWestAZ.com)

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# Honoring A Life: Advance Care Planning Conversations

## The Gift of Conversation

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	<b>Reflecting on Your Life Values</b>
9:35 am	<b>Deciding Your Wishes</b>
9:45 am	<b>Having the Conversation</b>
10:05 am	<b>Documenting Your Wishes</b>
10:45 am	<b>Sharing Your Wishes and Documents</b>
10:50 am	<b>Wrapping it Up/Closing</b>
11:00 am	<b>Collection of Written Evaluations</b>
11:05 am-1:00 pm	<b>Lead by Example</b> 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.



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# 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.



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# **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 South Florida

# Baptist Health Bioethics Team



Dr. Ana Viamonte-Ros, Medical Director



Administrative Assistant, Anna L. Busto



Program Director, Dr. Rose Allen



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



Susan Howard, MSN  
Clinical Ethics Consultant, BHM



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



**Baptist Health South Florida**

# 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



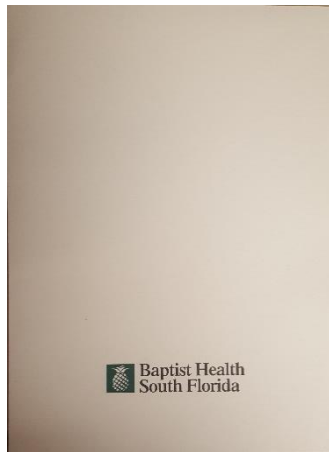
# What's Happened Since June 2017?

- 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



**ADVANCE DIRECTIVES** *You may fill out any all or none of the two sections below.*

**Designation of Healthcare Surrogate**  
 Fill out if you wish to choose someone to make all your healthcare decisions and/or receive your health information. This person is called a healthcare surrogate.  
 I, \_\_\_\_\_, born \_\_\_\_\_, with to designate as my SURROGATE to carry out the provisions of this declaration:  
 Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 If my surrogate is not willing, able, or reasonably available to perform his/her duties, I designate as my ALTERNATE SURROGATE:  
 Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
☐ I have ☐ I have not formulated a Living Will before this admission.

**INSTRUCTIONS FOR HEALTHCARE**  
 I authorize my healthcare surrogate to:  
☐ *(patient hereby receives any of my health information, whether oral or recorded in any form or medium, that:*  
 1. Is created or received by a healthcare provider, healthcare facility, health plan, public health authority, employer, life insurer, school or university, or healthcare clearinghouse; and  
 2. Relates to my past, present or future physical or mental health or condition, the provision of healthcare to me, or the past, present or future payment for the provision of healthcare to me.  
 I further authorize my healthcare surrogate to:  
☐ *(patient hereby Make all healthcare decisions for me, which means he or she has the authority to:*  
 1. Provide informed consent, refusal of consent or withdrawal of consent to any and all of my healthcare, including life-prolonging procedures.  
 2. Apply on my behalf for private, public, government or welfare benefits to defray the cost of healthcare.  
 3. Access my health information reasonably necessary for the healthcare surrogate to make decisions involving my healthcare and to apply for benefits for me.  
 4. Decide to make an anatomical gift pursuant to part V of chapter 705, Florida Statutes.  
☐ *(patient hereby Additional instructions (optional):*  
 My healthcare surrogate's authority becomes effective when my primary physician determines that I am unable to make my own healthcare decisions unless I check and initial either or both of the following boxes:  
☐ \_\_\_\_\_ If I check and initial this box, my healthcare surrogate's authority to receive my health information takes effect immediately.  
☐ \_\_\_\_\_ If I check and initial this box, my healthcare surrogate's authority to make healthcare decisions for me takes effect immediately. However, any instructions or healthcare decisions I make, either verbally or in writing, while I possess capacity shall supersede any instructions or healthcare decisions made by my surrogate that are in material conflict with those made by me. While I have decision-making capacity, my wishes are controlling and my physicians and healthcare providers must clearly communicate to me the treatment plan or any change to the treatment plan prior to its implementation. To the extent I am capable of understanding, my healthcare surrogate shall keep me reasonably informed of all decisions that he or she has made on my behalf and matters concerning me.  
 THIS HEALTHCARE SURROGATE DESIGNATION IS NOT AFFECTED BY MY SUBSEQUENT INCAPACITY EXCEPT AS PROVIDED IN CHAPTER 705, FLORIDA STATUTES.  
 I understand that I may, at any time while I retain my capacity, revoke or amend this designation by: (1) providing a signed, written and dated document expressing my intent to amend or revoke it; (2) destroying it either by my action or by that of another person in my presence and at my request; (3) verbally expressing my intent to amend or revoke this designation; or (4) signing a new designation that is materially different from this designation.  
**Signature:** Sign the form. Have two witnesses sign the form. Tell others about your decision and give copies to your doctor and family. Bring the form to the hospital at the time of admission.  
 I understand the importance of this declaration, and I am emotionally and mentally competent to make this declaration. These directives express my legal right to preserve my right to privacy and self-determination. Therefore, I expect my family, physician and all those concerned with my care to regard themselves as legally and morally bound to act according to my wishes.

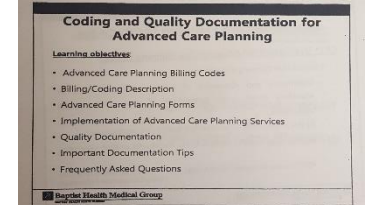
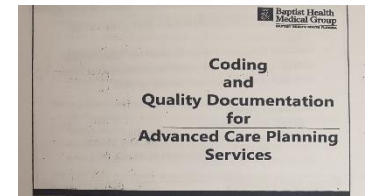
\_\_\_\_\_  
 Patient's Signature Date \_\_\_\_\_ Witness to Signature \_\_\_\_\_  
 First Name/Relationship \_\_\_\_\_ First Name/Relationship \_\_\_\_\_

**ONLY ONE OF THE WITNESSES MAY BE A SPOUSE OR BLOOD RELATIVE. A SURROGATE CANNOT BE A WITNESS.**

**Living Will**  
 Fill out if you choose, or you may provide a document of your own.  
 Patient Name: \_\_\_\_\_ Last name \_\_\_\_\_ First name \_\_\_\_\_ Middle Initial \_\_\_\_\_  
 Declaration made this \_\_\_\_\_ day of \_\_\_\_\_ in the year of \_\_\_\_\_, born \_\_\_\_\_, willfully and voluntarily make known my desire that my dying shall not be prolonged under the circumstances set forth below:  
 It is my wish that my life not be artificially prolonged if I am unable to communicate healthcare decisions and I have a terminal condition; or I have an end-stage condition; or I am in a persistent vegetative state. If my doctor determines that there is no reasonable probability of my recovery, and another consulting physician confirms this, then I request that life-prolonging procedures be withheld or withdrawn. Medications and medical procedures should be provided only if they give me comfort or ease my pain.  
 Other personal instructions: \_\_\_\_\_  
 My family and physicians should honor this declaration as the final expression of my right to refuse medical or surgical treatment, even if the consequence is my death.  
☐ I have ☐ I have not designated a healthcare surrogate before this admission.  
**Signature:** Sign the form. Have two witnesses sign the form. Tell others about your decision and give copies to your doctor and family. Bring the form to the hospital at the time of admission.  
 I understand the importance of this declaration, and I am emotionally and mentally competent to make this declaration. These directives express my legal right to preserve my right to privacy and self-determination. Therefore, I expect my family, physician and all those concerned with my care to regard themselves as legally and morally bound to act according to my wishes.

\_\_\_\_\_  
 Patient's Signature Date \_\_\_\_\_ Witness to Signature \_\_\_\_\_  
 First Name/Relationship \_\_\_\_\_ First Name/Relationship \_\_\_\_\_

**ONLY ONE OF THE WITNESSES MAY BE A SPOUSE OR BLOOD RELATIVE. A SURROGATE CANNOT BE A WITNESS.**



**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 a chronic, life-limiting illness
- 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?

To learn more, visit [www.ion.edu/theconversation](http://www.ion.edu/theconversation)

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**Baptist Health South Florida**



# 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](mailto:rosea@baptisthealth.net)

Phone: 786-596-6287



Baptist Health South Florida

# 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-private 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 (1<sup>st</sup> 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

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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 – <b>4:30</b> pm ET	Virtual Speaker Training
Wednesday, May 21 <sup>st</sup> , 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

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Date and Time
Tuesday, April 17 <sup>th</sup> 8:00 – 9:00 pm ET
Tuesday, April 24 <sup>th</sup> , 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

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con\ersation sabbath

Oct. 26 – Nov. 4 | #ConvoSabbath

# We want your feedback!

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- 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?

