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Bringing Advance Care Planning Conversations to your Congregation

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May 15, 2018

Staff

Naomi Fedna
Project Coordinator
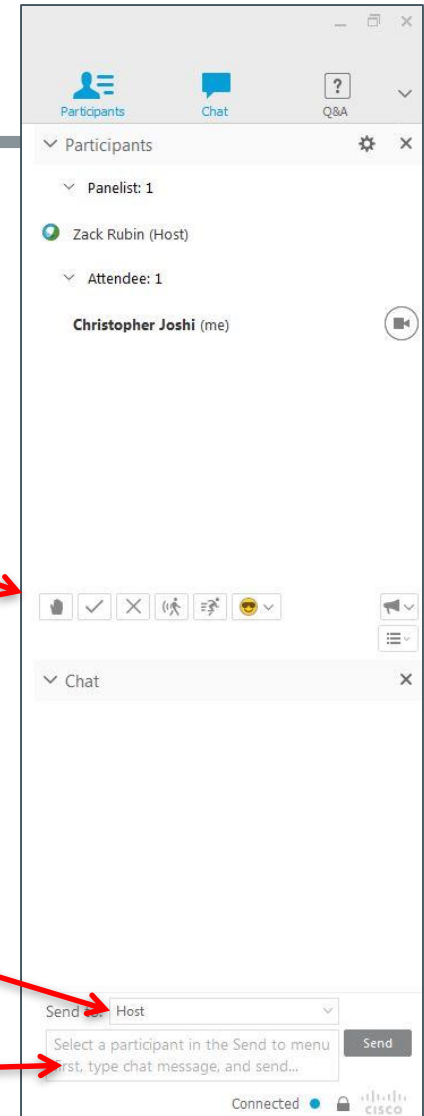The Conversation Project

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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

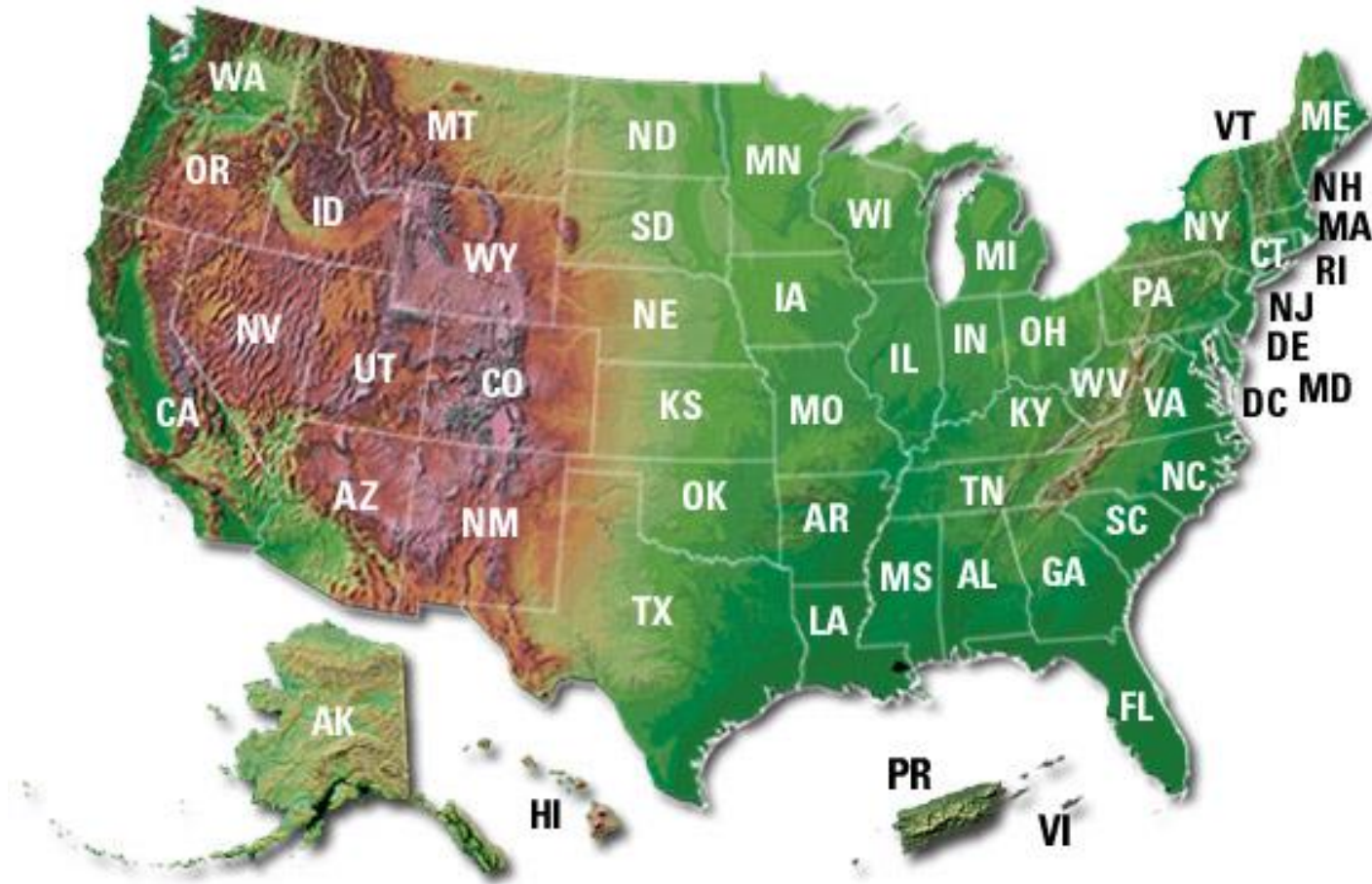- Dial-in Info: Audio / Audio Conference (in menu)

Raise your hand

Select chat recipient

Enter Text

Participants

Chat

Q&A

Participants

Panelist: 1

Zack Rubin (Host)

Attendee: 1

Christopher Joshi (me)

Chat

Send to: Host

Select a participant in the Send to menu first, type chat message, and send...

Send

Connected

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Where are you located on the map?

Faculty

Rev. Rosemary Lloyd, BSN, MDiv
Advisor to Faith Communities
The Conversation Project

- Graduate Georgetown University and Harvard Divinity School

- Ordained Unitarian Universality Minister, Served The First Church in Boston

- Graduate of Metta Institute

- Former R.N., CPE intern at DFCI, Hospice Volunteer

Guest Faculty: Audrey Marsh

- Ministry Lead for "The Gift of Peace" at St. John the Evangelist Roman Catholic Church in Columbia, MD

- Works closely with the *Resurrection Ministry* (Catholic Funerals)

- Identified need for a *Grief Ministry* resulting from work on The Conversation Project

- Consultant for the Horizon Foundation's *Speak(easy) Howard*

- Retired Department of Defense Engineer, Computer Scientist

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What we hope you will take away

● Insight into the importance skillfully produced Programming can have on improving outcomes for having The Conversation and completing advance care planning documents

● Ideas for planning and implementing topic-related programming in your setting

● Examples of ways to track and evaluate your programs

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Agenda

- Assessing the need and desire—as well as the resources available—for programming

- The Importance of Planning and Testing for skillful implementation

- Ideas for planning, implementing, and tracking topic-related programming in your setting

- Examples from the field: Guest presenter, Audrey Marsh

- The value of Evaluations

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Burning Questions

- If you have a question that arose out of the content from last week on Pastoral Care, please enter it into the chat and we will aim to weave answers into this session.

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Action for Change

- Change takes place because people decide to take action

- What action do you want to take?

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Change Ideas for Congregations

- ❑ Sermons

- ❑ Pastoral Care

- ❑ **Programming**

Programming

- Assessing the need and desire—as well as the resources available—for programming
  - Temple Hatfiloh did a pre-planning survey to assess congregational interest and needs, as well as the resources that are available. An example of co-design of resources.
    - Time, rooms, expertise, $$, people power
- The Importance of Planning and Testing for skillful implementation
  - Try out your skills with a small, receptive group willing to give feedback

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Programming

Ideas for planning, implementing, and tracking topic-related programming in your setting:

- Bethel AME, Boston, MA

- St. John the Evangelist, Columbia, MD

- Boulder Valley Unitarian Universalist Fellowship

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Workshop Series: Deepening the Conversation about End of Life

- *A 5-part experiential/interactive workshop series at the Boulder Valley Unitarian Universalist Fellowship*
- **All Sessions held on Saturdays   9:00-11:30 a.m.**
  - **March 10: What Does it Mean to Die Well?**
  - **March 24: Meaning Making at the End-of-Life**
  - **April 14: Compassion, Forgiveness, and Conciliation**
    Finding peace with self and others, a Buddhist approach
  - **April 28: Funeral Practices that Create Meaning**
    After-death practices that support grieving and meaning
  - **May 19: Your Obituary: A Part of Your Legacy**
    An Obituary That Tells the World Why You Mattered

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Programming for Your Community

● **Kavod Conversations: Exploring End of Life Topics**

    – Temple Beth Hatfiloh sponsors an ongoing conversation on topics related to death and dying, including Jewish rituals and practices, preparing advanced directives and other legal documents, and writing legacy letters. Watch the calendar and newsletters for more information.

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The Value of Evaluations

For yourself

- Helps you understand and measure your **progress**
- Determine best use of your resources, your expertise and time
- Helps identify where you may need others' **help**!

For others

- **Pull**: draws in additional community members
- **Push**: Pitch for funders, media, partners

For TCP and wider ACP community as a collective

- See the changes in cultural shift we all seek to attain

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Event specific collection methods

- **Sign-in sheets** (paper-based, text…e.g.Textiful)
- **Event SMS polling** (Simpletexting, SMS poll, poll everywhere, etc.)
- **End-of-event evaluations** (paper, web-based, text)
  - Intentions / commitment to action
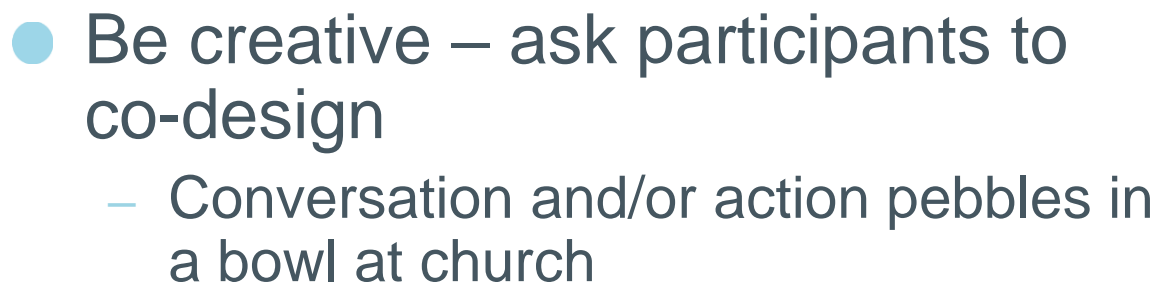 - Qualitative Feedback

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Post-event specific collection methods

- Post-event evaluations
  - Email survey monkey (5-week post event)
  - Collect at beginning of 2nd session
  - Follow-up calls

- Be creative – ask participants to co-design
  - Conversation and/or action pebbles in a bowl at church

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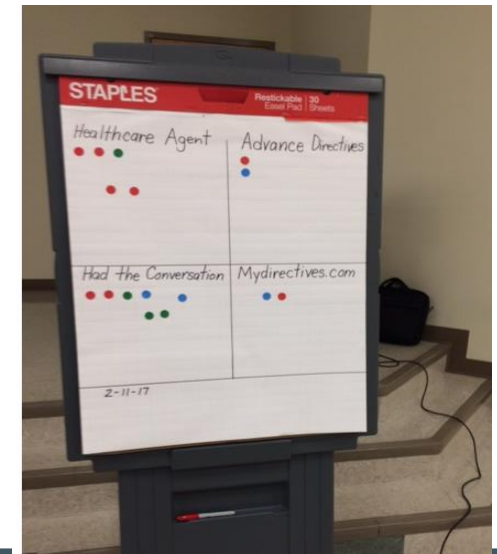
Audrey Marsh, Ministry Lead for
"The Gift of Peace"

St. John the Evangelist Roman Catholic Church
Columbia, MD

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Background

- Founded in 1967, we are a Catholic congregation that provides Masses for a very diverse congregation of about 3000. Columbia was intentionally planned to be economically, socially, culturally and racially diverse.
- Team: Engineer/manager (team lead), a former priest, a Resurrection Ministry lead, a lawyer trained in Grief Ministry and a nurse.
- A local foundation, established to promote health and wellness (Horizon Foundation) established a one year pilot with churches and health organizations
- IHI partnered with Horizon for the pilot year.

Aim: Initial goal

- The SJERC team will seek to educate **at least 100 fellow parishioners** about medical, legal, ethical, emotional and spiritual EOL issues and will encourage member participation in the Conversation Project. Focusing on EOL as a physical and spiritual reality, we will encourage the SJERC Community to communicate with family and/or friends about their personal EOL wishes and to **identify an individual to serve as their designated health care agent** by the end of the pilot **(Sep 2016-Jun 2017).**

*Measurement

- Tracked the number or people attending our workshops and panels.
- Sent a follow-up email and provided the option of anonymous response cards at Masses (one full month after all program sessions) with the following simple check boxes.
  - I had the conversation
  - I've named a health agent
  - I plan to have the conversation
  - I plan to name a health agent
  - I do not plan to have the conversation
  - I do not plan to name a health agent
- Analyzed written feedback forms from each workshop and panel to measure needs for improvement.

Feedback Form

The Gift of Peace Conversation Project Workshop Evaluation

We value your feedback about this workshop experience. It will serve to guide us as we continue developing this program. Kindly take a few minutes to answer the following three short questions. Thank you so much for your thoughtful response.

1. What is one idea or insight from this workshop that is personally meaningful for you?

2. What aspect of the workshop did you like the best?

3. In what ways can this workshop experience be improved?

*Learning

- Before Sabbath Sunday initiation to the parish, attempts to run pilot groups to test our presentation skills and content failed using already established parish groups. Discovered the importance of being tied into parish processes and hierarchy. This is critical.

- Switched to a one on one approach for recruiting a testing bunch and asked the "Marriage Encounter" group to help us out (they have been together for 25 years and have monthly speakers) They agreed, provided valuable feedback that resulted in our redesigning our presentations.

- Researched additional speakers for panels by attending a variety of presentations and hand picking our speakers.   Adjusted timing based on what was observed at other panels.

- Used feedback recommendations for topics the following year.

*Larger impact

- Verbal feedback has been extensive: Attendees we don't know approach us and ask:
  - "What is next?"
  - "I missed one, will it be repeated?"
  - "This was amazing, so happy I came."
  - "Any chance you video'd the panels so I can see what I missed. (we video'd all but the actual workshops for two years, and they are available in our interfaith library. People are checking them out routinely.
- Feedback from presenters: "We will come back any time you like."
- Requests from other presenters to be included next year.
- Overwhelming approval to sustain the program for the future.

Lessons/challenges

Lessons:

- Planning and practice really paid off.
- We learned how key, in a faith setting, buy in from clergy is paramount.

Challenges:

- We also learned that some of the biggest obstacles can be administrative, if you are not familiar with the inner processes and politics of the parish itself.

Words of Wisdom

Celebrate!

- We celebrate our clergy: their involvement and passion for this effort was key to success. Their recorded homilies are already being shared with other Catholic Congregations.

- We celebrate our congregation: People embraced the workshops and panels. They requested more for the next year and again this year.

- We celebrate personally: Truly blessed to be in this parish and our efforts so appreciated. Our team is known throughout the parish, and singled out routinely for thank yous from clergy, staff and parishioners.

- One parishioner donated money for continuation of the program in memory of her husband, whom she said was the ultimate planner.

Celebrate: Favorite Feedback

- **"Keep as is. Can't think of any improvement except next time, invite the Pope! Great program."**
  "Thank you for bringing this dialogue to our congregation. It is timely and extremely worthwhile."

- **"This three part series has been very helpful to me and my family. Thank you!"**
  "Dying is so complex… "wow."

- **"I liked having extra copies of the workbook for my family."**
  "I have thought extensively about death and after, but not so much about dying."

- **"This answers a real need. One 'thank you' is hardly enough."**

Evaluation Resources on TCP.org

- Available on our Community Resource Center
  - http://theconversationproject.org/resources/
  - "Measurement" and "Evaluation and Tracking" categories

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☐ Yes, I commit to having The Conversation.

I will have a conversation with

_____ by_____
name or relationship

Your Name _____
please print clearly

Email _____
☐ please send me The Conversation Project newsletter

Institution _____

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Difficult tasks are often best achieved by setting a target date and placing a reminder in a visible place (on your mirror, by your computer, on your refrigerator).

I commit to *(choose any or all of the following)*:
☐ Complete the Starter Kit for myself
☐ Discuss it with a family member or a friend
☐ Engage a loved one with the Starter Kit to better understand their wishes

Target date: _____ (Month and Year)

Keep this portion for yourself.
May it inspire you to give a valuable gift to your loved ones.

Free Starter Kits are available at: theconversationproject.org

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Q & A

- Any questions?

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Action and Accountability

Getting Started:

- Consider how to assess the needs and desires for programming in your setting

- Consider how to assess the resources for planning and implementing programming in your setting.

- Review Getting Started in Congregations

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Pre Work for Next Call

- Please bring your questions about infusing The Conversation Project and Advance Care Planning Conversations into the life and work of your congregation.

- What would you most like to hear about on the final call?

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Next Call

The next—and final—session will be:

Tuesday, May 22, 2018 @ 8:00-9:00 PM EDT

Before shutting down your computer, please complete the survey that will pop up at the conclusion of this call.

THANK YOU! Have a beautiful week!

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