



Institute for
Healthcare
Improvement

The Conversation Project

Reaching, Engaging and Harnessing the Power of Students

October 21, 2020



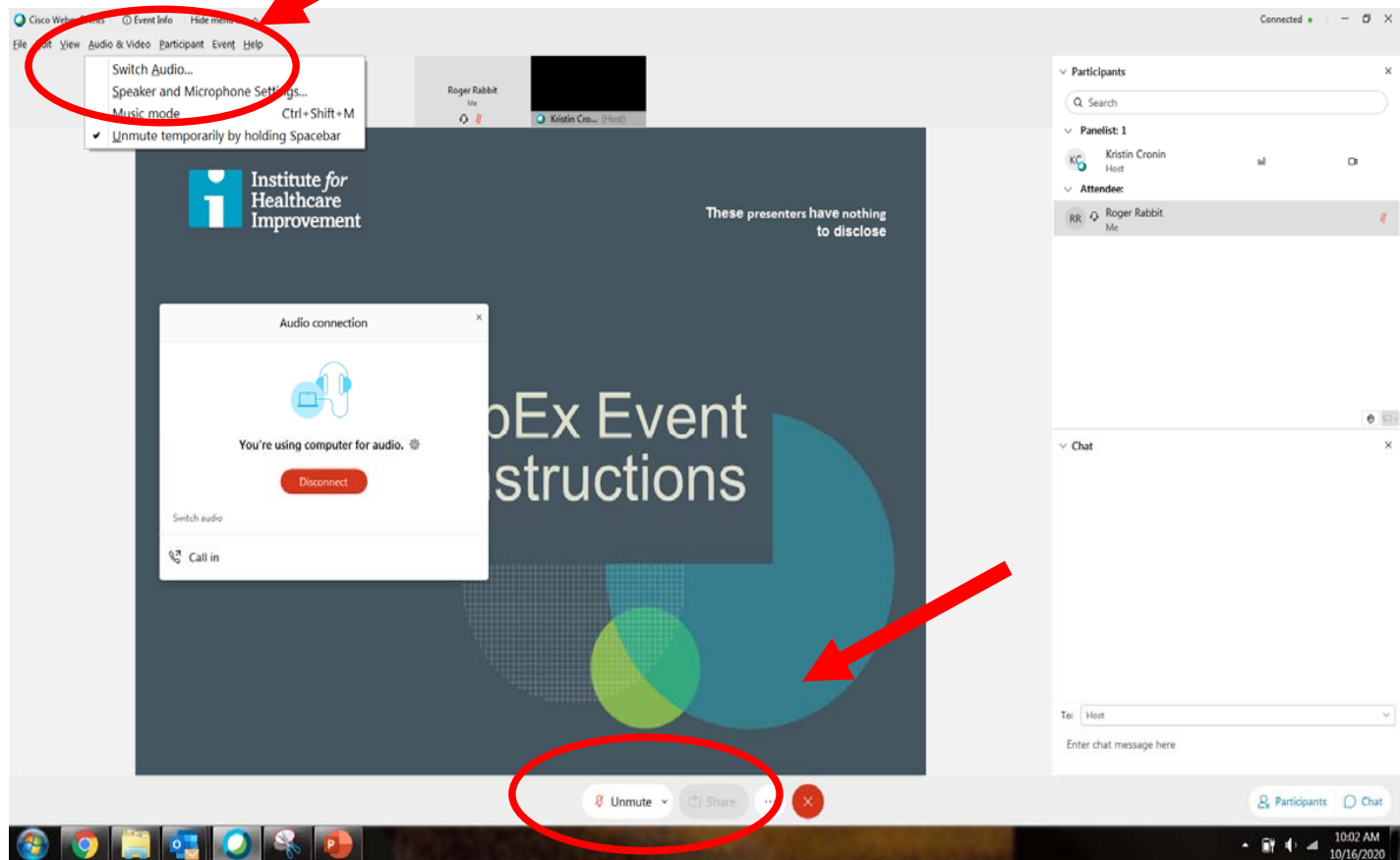
**Patty Webster
Krissy Cronin**

the **conversation** project

Audio Broadcast

2

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.



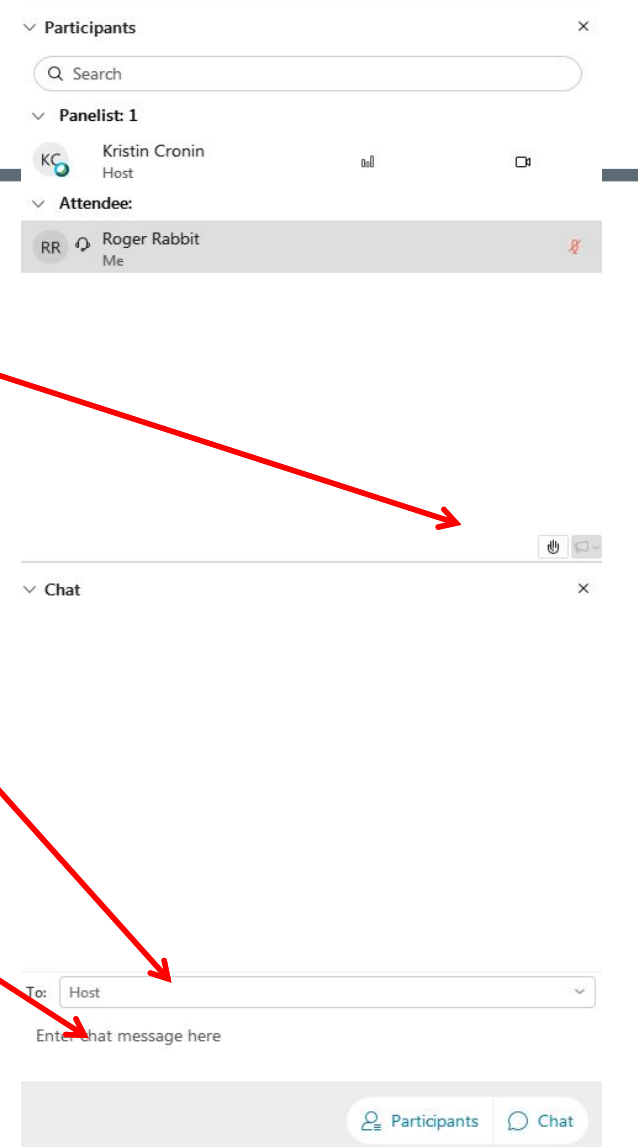
WebEx Quick Reference

- Please use chat to “**Everyone**” for questions
- For technology issues only, please chat to “**Host**”

Raise your hand

Select Chat recipient

Enter Text



Intros/Chat Warm Up

Type into the chat box:

- Your *name*
- Your *location, organization and type of organization?*
(*faith, healthcare, community, government, volunteer, etc.*)

Make sure you send your message to
“Everyone.”



On Today's Call



Patty Webster
Advisor, Community
Engagement



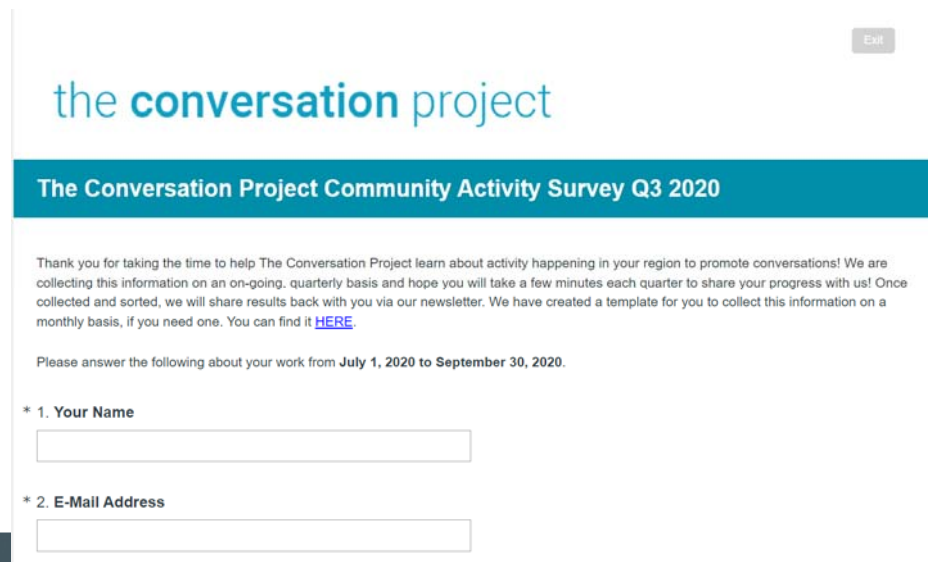
Krissy Cronin
Project Coordinator

Engage with TCP

Quarterly **Community Activity Survey** is open

<https://bit.ly/34d6yn8>

THANK YOU to all participants so far



The screenshot shows a web form titled "the conversation project" with a teal header bar that reads "The Conversation Project Community Activity Survey Q3 2020". Below the header, there is a paragraph of text: "Thank you for taking the time to help The Conversation Project learn about activity happening in your region to promote conversations! We are collecting this information on an on-going, quarterly basis and hope you will take a few minutes each quarter to share your progress with us! Once collected and sorted, we will share results back with you via our newsletter. We have created a template for you to collect this information on a monthly basis, if you need one. You can find it [HERE](#)." Below this is a line of text: "Please answer the following about your work from July 1, 2020 to September 30, 2020." The form contains two required fields: "* 1. Your Name" and "* 2. E-Mail Address", each with a corresponding text input box. An "Exit" button is visible in the top right corner of the form area.

the **conversation** project



Quick question

- Anyone using Respecting Choices/certified facilitator?



Agenda

- Framing/background
- Highlights from the field
- Q&A and share your experience/examples
- What's coming up next
- Wrap up



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



Our Goals

1. Raise awareness
2. Provide useful content, tools, materials & resources
3. **Bring to & create supportive communities...**

...connecting with people where we
live, work, pray and **LEARN**



“Young people can play a key role in bringing change to other generations.
... they can be a catalyst for the beginning of family conversations – they can encourage their parents and grandparents.”

~Rev. Scott Johnson, St. Charles Health System



Community of Practice: Reaching Students

(past/present members)

- **Medical and nursing school courses**
 - Marquette University College of Nursing and the Medical College of WI
 - Boston College School of Nursing in MA
 - Virginia Commonwealth University in VA, Fairfield University in CT
 - UT Southwestern Medical Center, TX
- **Undergraduate-level courses/lectures in ethics, bioethics, humanities**
 - St. Olaf in MN
 - University of Washington in WA (as well as School of Medicine)
 - York College in PA
 - University of South Florida in FL
- **Faith-based educational institutions**
 - Union Theological Seminary in the City of NY
- **Health care systems partnering with local university/high schools**
 - Erie County Medical Center in Buffalo, NY working with University of Buffalo School of Medicine
 - Institute for Human Caring of Providence St. Joseph in CA



What we're seeing lately

- Increasing/big interest in young people
 - Uptick in 18-24 yr olds coming to our Website
- Recent blogs / story tellers / shared experiences



What this means for you

- Tailor messaging/reach to include students / young adults as:
 - resource/messengers
 - innovators, future health & community catalysts
 - intergenerational connectors
- Partner and learn with educational systems



Highlights from the field



Philip D. Barrison
MD-PhD Student
University of Michigan
Medical School



Dr. Kathy Ahern Gould
Critical care nurse, Editor
in Chief of Dimensions of
Critical Care Nursing
Adjunct Faculty at Boston
College



Christopher Joshi
MD-MPH Student
University of Texas
Southwestern Medical
Center & The University
of Texas Health Science
Center

Promotion of Advance Care Planning Among Young Adults: A Pilot Study of Health Engagement Workshop Feasibility, Implementation, and Efficacy

Philip Barrison, BA¹ , and Lindy Grief Davidson, MDiv, PhD²

STUDY OBJECTIVE

• Aim 1:

- To assess feasibility and efficacy of a novel, peer-led, targeted approach to ACP health education workshops with undergraduate college students.

• Aim 2:

- To determine if peer-led workshop designs promote behavioral changes in young adults related to ACP
 - Engaging in discussion with loved-ones
 - Completion of advance directives

METHODS

Workshop Design

- Modified TCP community presentation slides.
 - A.) Introduction
 - B.) Lecture-based discussion of ACP Terminology
 - C.) Facilitated discussion
- **Peer-led design**

Recruitment

- Utilization of student org secondaries

Evaluation

- Repeat measures, mixed method design across 3 surveys
 - 2-Item Likert Confidence
 - 31-Item True/False Knowledge Index
 - Qualitative discussion on perspective of ACP and actions in follow-up



RESULTS: DEMOGRAPHICS

- Total of 74 students engaged over 5 workshops
- Ages 18-25 (mean = 20)
- Students predominantly female
- Diverse student ethnic and racial identities
 - Notably large Hispanic/Latino Participation
- Students primarily identified area of undergraduate study within STEM

Table 1. Demographics.

Characteristics	Proportion (n = 74)	(%)
Gender identity		
Female	57	77
Male	15	20
Non-binary	2	3
Ethnic/Racial identity		
Hispanic/Latino	28	38
White	21	28
Black/African American	9	12
Asian	8	11
Mixed/Not Reported/Other	8	11
Religious beliefs		
Christian	37	50
Hindu	3	4
Islam	2	3
Jewish	1	1
Buddhist	1	1
Atheist/Not reported	30	41
Area of undergraduate study		
Biology	37	50
Public health/health sciences	19	26
Physical sciences	3	4
Social sciences	5	7
Liberal arts	3	4
Undecided/Dual majors	7	9

RESULTS: IMPACT ON ACP KNOWLEDGE & CONFIDENCE

Table 2. Pre- and Postworkshop Confidence and Knowledge.

	Preworkshop (n = 64) Mean (SD)	Postworkshop (n = 64) Mean (SD)	Change (95% CI)	P value
ACP confidence score ^a	3.50 ± 1.20	4.29 ± 0.77	0.79 ± 0.18 (0.00, 0.44)	<0.001
ACP knowledge score ^b	24.26 ± 3.05	27.23 ± 3.38	2.97 ± 0.55 (0.00, 1.02)	<0.001
	Postworkshop (n = 18) Mean (SD)	Follow-up (n = 18) Mean (SD)		
ACP confidence score	4.39 ± 0.61	4.36 ± 0.72	0.03 ± 0.22 (0.00, 0.47)	0.90

Abbreviations: ACP, advance care planning.

^aACP confidence scores are derived from the mean of the 2-item 5-point Likert scales (1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree). Higher values indicate more confidence regarding the discussion of ACP with family and friends.

^bACP knowledge scores are derived from a 31-item true/false questionnaire. Higher values indicate a greater understanding of ACP topics.

RESULTS: IMPACT ON ACP BEHAVIOR

Table 3. ACP Behavior 2 Weeks After Workshop.

	Proportion (n = 18)	(%)
Since attending a workshop ^a		
Participant has completed an advance directive or supplemental materials such as the <i>Conversation Starter Kit</i>	2	11
Participant has spoken to a loved-one about their end-of-life wishes	6	33
Participant has discussed the material presented at the workshop with friends	9	50
Level of action taken since workshop ^b		
Participant does not anticipate engaging in ACP in the foreseeable future	2	11
Participant anticipates engaging in ACP in the foreseeable future	8	44
Participant has engaged in ACP	8	44

Abbreviations: ACP, advance care planning.

^aResponses based on yes-no questions evaluating participant actions related to ACP since attending a workshop.

^bLevel of action was determined by evaluating both the discrete yes-no questions in the follow-up survey as well as qualitative responses describing participant attitudes towards engaging in ACP in the future.

KEY TAKEAWAYS

- Peer-led model shows a promising method of reaching students
 - Needs further investigation and comparative work
- Established new tools to be utilized alongside existing standardized tools to evaluate program efficacy
- Workshops were effective in the short-term improvement of individual knowledge and confidence related to ACP
 - Future work should consider long term follow-up
- When working with students, various factors should be kept in mind:
 - Scheduling with the academic calendar
 - Utilization of student organization and pre-existing infrastructure
- OVERWHELMINGLY, this was a topic many students were eager to engage with, demonstrating the feasibility of expanding work within this population

THANK YOU!

Contact Info:

Philip Barrison

University of Michigan Medical
School

Department of Health
Infrastructures and Learning
Systems

Email:

phbarris@med.umich.edu

Phone: 813-442-3841



COVID PLAN Spring 2020

POPULATION HEALTH Clinical NURS4261

Convert to online asynchronous/ synchronous online learning in 24 hours?

- ✓ Students were already members of IHI Open School
- ✓ Conversation module, Starter kit, Serious Illness & NHDD tools very assessable online
- ✓ Virtual communication preferred mode of contact for many students – the digital generation
- ✓ Virtual mode allowed privacy, personalization, and self paced approach to family and friends

Rapid conversion of seminar to online learning – COVID learning plan

Part I Zoom: kick off instructions and “what matters” power point presentation 1⁰
Virtual: On Canvas assignment 4-6⁰

Conversation module

Serious illness guide

Starter kit

*Use with at least one person or self administer

Part II Book Read 6-10⁰

Being Mortal by Atul Gawande ,

You Can Stop Humming Now:, By Damiela Lamas

Every Note Played By Lisa Genova

When Breath Becomes Air by Paul Kalanithi

*Choose an event, a person, or element that struck you, helped you relate to a patient or family member – or yourself.

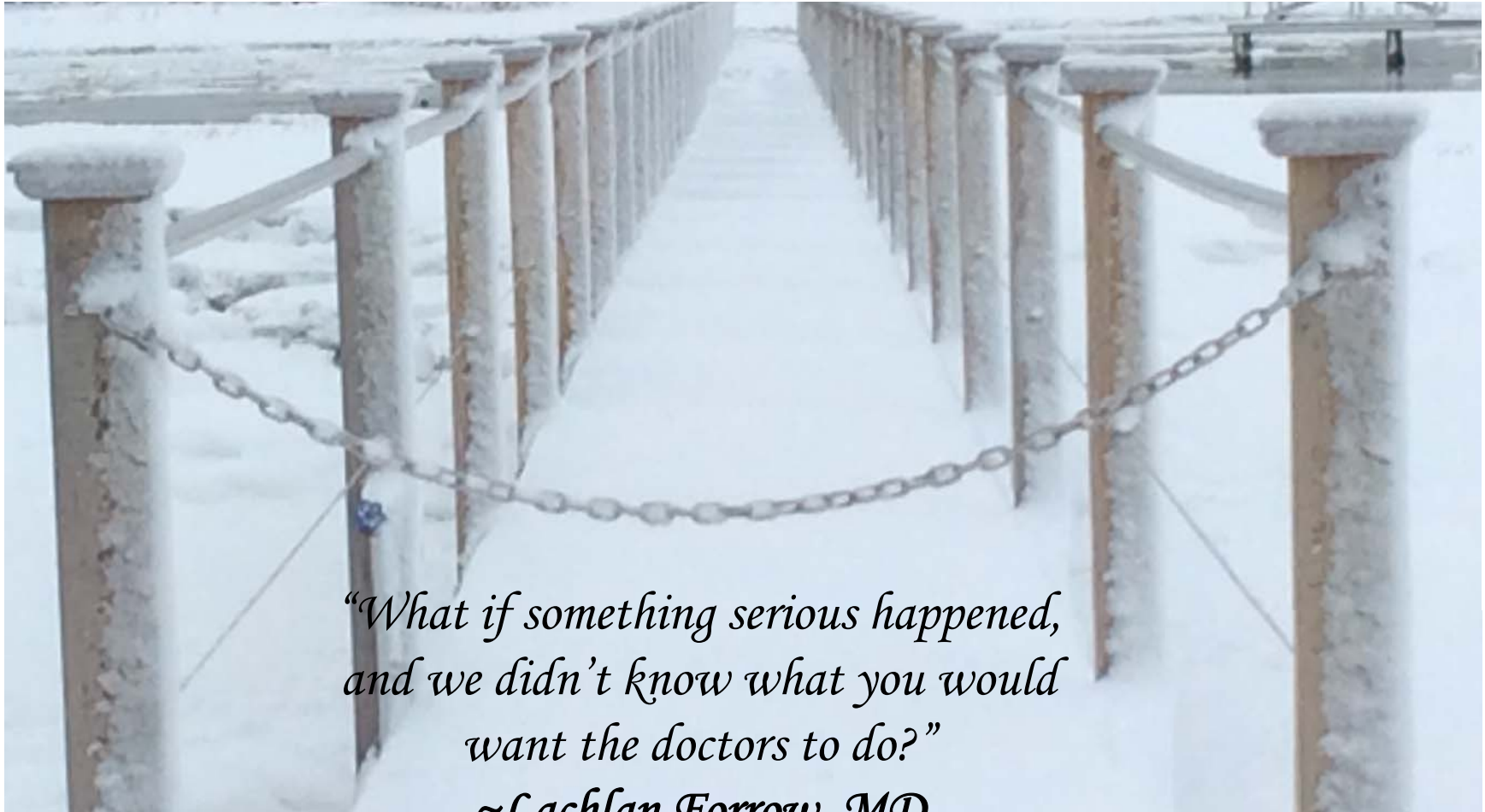
Part III National Health Care Decision Day (week) 8⁰

NHDD

*Using tool and language you have learned about- connect in a safe way; at home, email, facetime, tweet, zoom, or message family, friends, or colleagues

Part IV Reflections for all sections, zoom wrap up 2⁰

Start with a challenge



*“What if something serious happened,
and we didn’t know what you would
want the doctors to do?”*

~Lachlan Forrow, MD

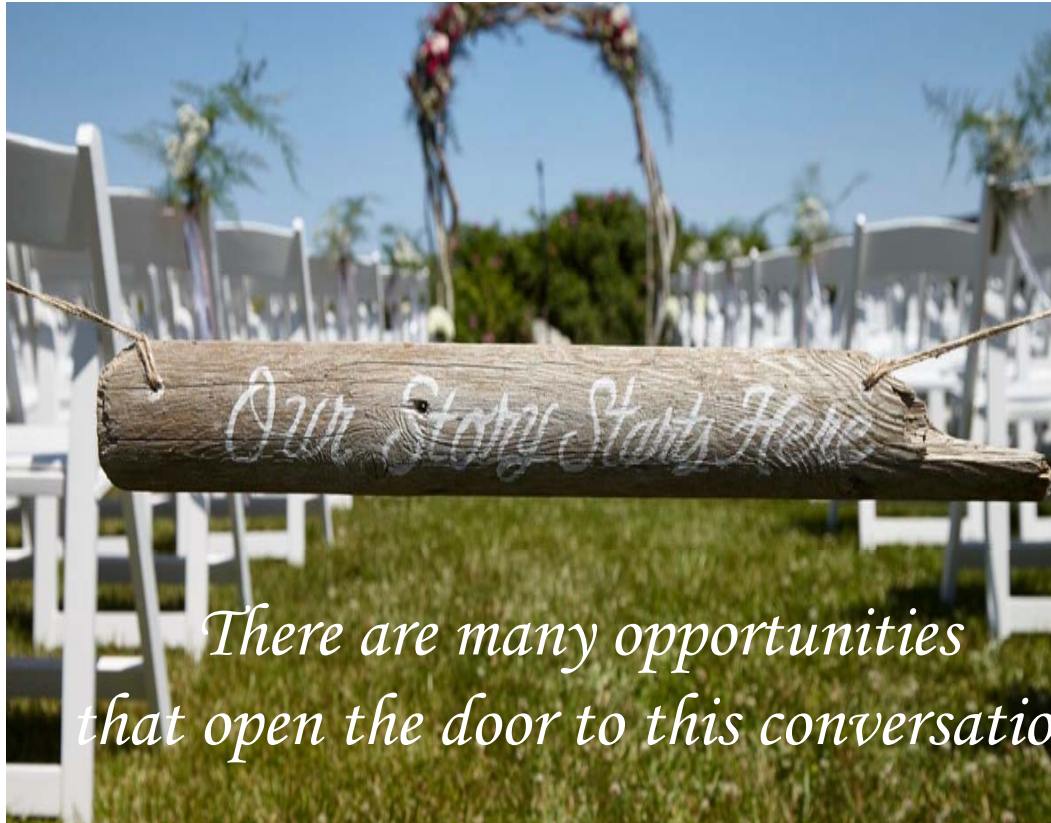
Revisions

What Worked Well

- Everything loaded on Canvas learning site
 - IHI, links, readings.
- Student assignments loaded to canvas
 - Letters, reflections
- Zoom consistent time each week
 - Am check in
 - Pm check out
 - Virtual office hours

Next time

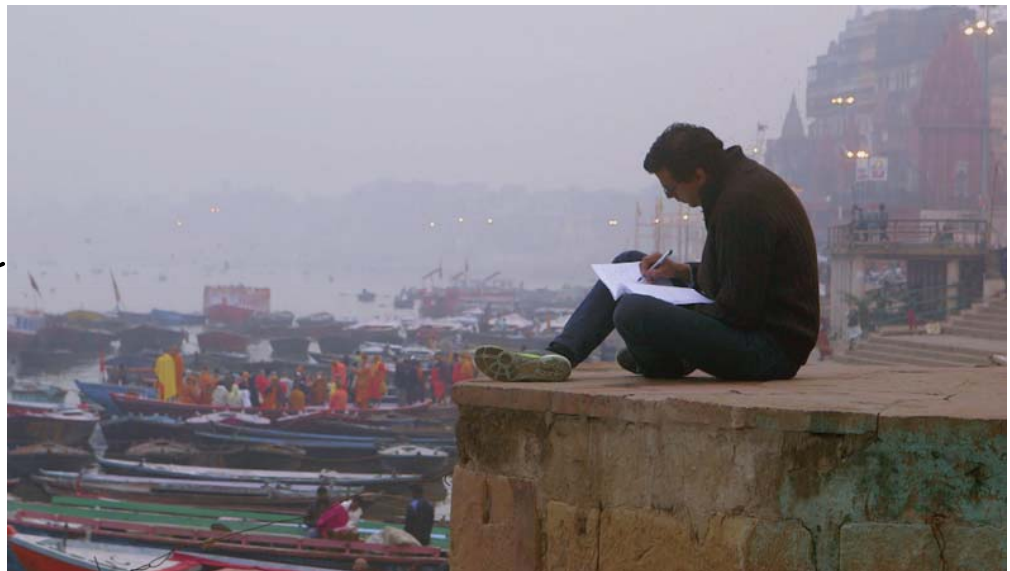
- Visual PP with audio instead of what “matters presentation” to Increase personal engagement – reduce lecture time – allows asynchronous work
- Final group project –each student to add 1-2 slides your own pictures quotes, thoughts, tributes
- Select music for new PP
- Create a group vision



*There are many opportunities
that open the door to this conversation*

*"The end comes with no chance
for you to have said goodbye or
"It's O.K.," or "I'm sorry" or "I
love you.""*

~Atul Gawande, MD



- My grandfather has COPD and is currently struggling with carrying out his ADLs, he is surrounded by lots of loving family members who are doing everything we can for him. At some point, there may need to be one person to speak for him and *I don't know who that will be.*

- *I remember one memory when I was 14 years old. My grandmother was talking about her wedding ring, and who will get it when she dies. She said that it would go to my oldest cousin, her first granddaughter, Jennifer. From that day on, my grandma would refer to it as "Jennifer's ring." One day I said, "No grandma - don't say that. That is your ring. And it has been your ring for over 50 years." My grandma smiled at me and said, "I know."*
- *I want to talk to her soon, now about other things, maybe while we are home during COVID...I hope so.*
- *I know that the time to have this conversation is not on face time – 10 minutes before you are intubated in an ER or ICU (happening every day during COVID)*

- *I would like to have deeper conversations with my mom, dad, and grandmother about their death and dying plans. My mom is currently very uncomfortable with my grandmother talking about death, but I hope that if I used "The Conversation Project" to help educate my mom that it would make her more comfortable in talking with our gram about this phase of her life that is approaching.*

Book Read Reflections

- *Throughout my clinical and life experiences, I have witnessed what Atul Gawande discusses.*
- *I have seen loved ones die with a future chemotherapy session or a doctor follow-up appointment, that they never made it to. I believe a large reason for this is that we do not have the right perception and approach to mortality. Rather than seeing it as an evil being, we need to understand that it is a normal process and an unavoidable part of life. We need to acknowledge that each person's definition of "well-being" is different.*

There were times when I put the book aside and just cried, for my patients – some on LVADs, ECMO and other forms of life support. These patients were “stuck” – they had no chance of going home to die – it was too late- they were too sick.

They would die a difficult death because we offered them something – that may have worked, but did not. I can still see their faces and hear the family conversations... and I wish it had been different.

I remember patients who tried to scribble words on a pad of paper – or on my hand – or tried to mouth the words – OFF. I knew what they wanted, the stop the respirator, the dialysis machine, the cardiac assist device, the tube feeding. But that one word is often too late, too often not recognized by family and caregivers.

When I think of having the conversation before its too late .. this is what I think of.

I wish all patients could tell us when to stop the humming.

When I cried, I think I cried for me too

Reflections

- Students used: 1:1 talks, dinner, email, walks, mom, grandparents, boyfriends, siblings
- Book reads: compared to what they see in clinical – recognized staff, family, self in characters.
- NHDD – new information for almost everyone contacted
- Overall – new perspective – happy to have this as they become new-to-practice nurses
- Virtual contacts great starting or follow up point
- Loved the tools – easy to use
- Why didn't we learn this earlier in our program?
- I may be the one in my family to advise on difficult decisions – I have to know this stuff!

Contact info

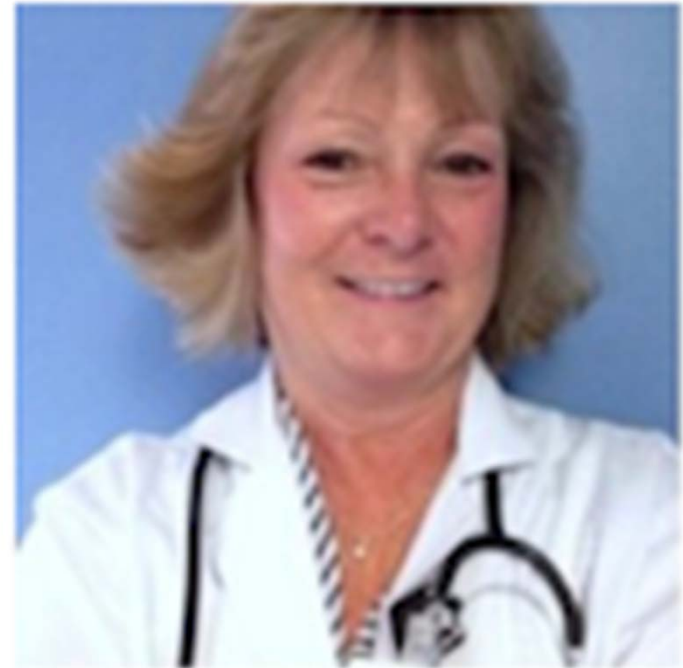
Dr. Kathy Ahern Gould

Critical care nurse

Editor in Chief of Dimensions of Critical
Care Nursing

Adjunct Faculty at Boston College

Email: kathleen.gould@bc.edu



Medical Students HELP at UT Southwestern Medical Center

- Hospital Elder Life Program
 - Targeted interventions aimed at reducing cognitive and functional decline of hospitalized older adults



Medical Students HELP at UT Southwestern Medical Center

- Hospital Elder Life Program
 - Targeted interventions aimed at reducing cognitive and functional decline of hospitalized older adults
- Our twist:
 - Engage patients about “What Matters” and document in EHR



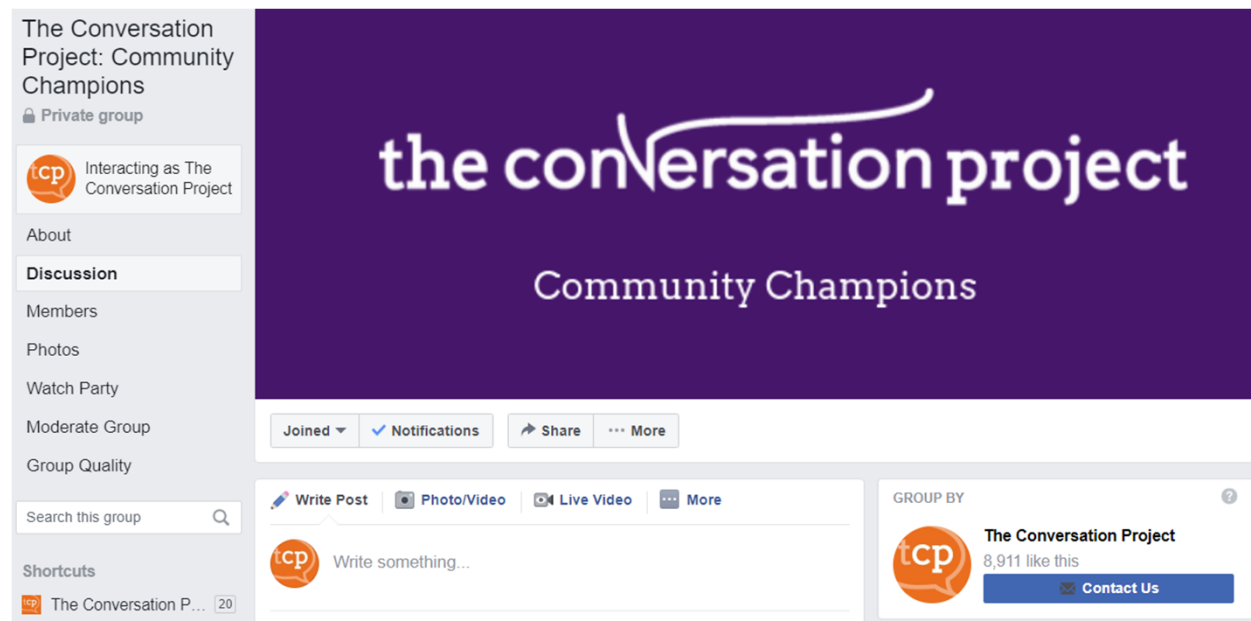
Q&A and Sharing

- Any questions? Reactions?
- What experience do you have? Examples, ideas to share?



Ways to Engage with TCP's Network

- Facebook discussion group



<https://bit.ly/2ukc7B0>

the conversation project



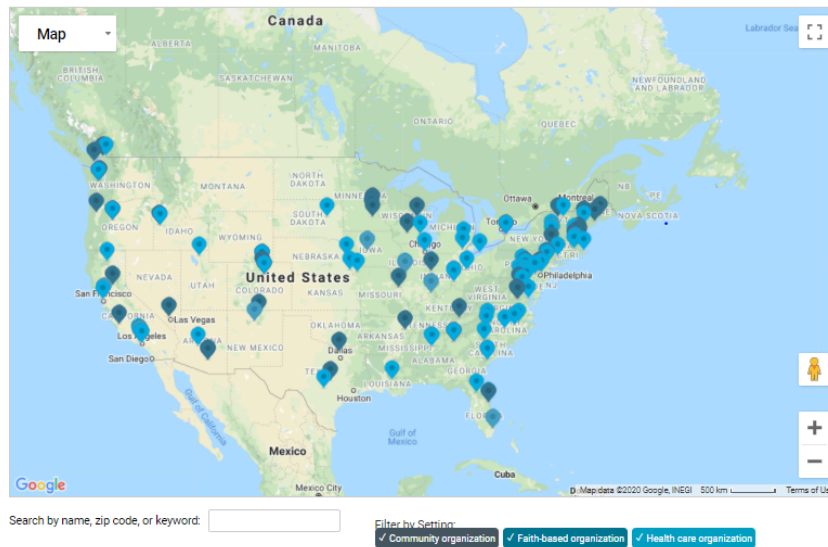
Ways to Engage with TCP's Network

- Search, connect/network and learn together

Conversation Champions Map

- Connect with others doing similar work in your area.
 - You can search by location, organization, name, and filter by setting: faith, health care, or community. Feel free to reach out directly to members on the map via their listed contact information.
- Apply here to be listed on the map if you are actively sharing TCP resources and/or messaging.

The Conversation Project (TCP) relies on the Conversation Champions, like the ones listed on the map below, to help spread the importance of end-of-life care conversations in their communities. These groups plan their own programming using TCP resources or messaging (in addition to their own). As a reminder, TCP has no preference for what someone's wishes for end-of-life care should be – we just want folks to start talking about it. Please read more about our principles [HERE](#).



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

the **conversation** project



Ways to Engage with TCP's Network

- Tweet us, tag us on social media
 - ❑ Twitter: @convoproject
 - ❑ Facebook: The Conversation Project
 - ❑ Instagram: convoproject



Ways to Engage with TCP's Network

- Monthly Newsletters
 - Community Engagement Newsletter
 - General Newsletter
- Sign up and share your events

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



the **conversation** project



Upcoming Community Calls

Date and Time	Topic
Wed, November 18 th , 12– 1:00 pm ET	Championing Conversations in Communities Through the Use of Stories
Wed, December 16 th , 12 – 1:00 pm ET	A Look Ahead: Planning for 2021

<https://theconversationproject.org/calls-and-recordings/>



Upcoming events: Oct 24th 1:00 PM PT

CLOUDS Discussion with Director Justin Baldoni

EOL invites you to join Disney for a Discussion with Director Justin Baldoni, Adrienne Boissy and Michael Hebb about the much anticipated film CLOUDS.

Register here (free):

<https://bit.ly/3j10RNm>



Upcoming Events

- **Oct 26th & Nov 2nd** NASEM: Advance Care Planning: Challenges and Opportunities two part Webinar (free)
- **Oct. 28th -30th** C-TAC National Summit on Advanced Illness Care: Equity for the Most Vulnerable (fee)
- **Oct. 9th - Dec 9th** : Reimagine's Fall Festival - Creating Space - to create more space for what really matters.

...and more on TCP Champions Facebook Discussion Group and
in TCP Newsletter



Share

- Any upcoming events or resources you want to share?



Additional Feedback?

- After this call you will be redirected to our CAS survey form

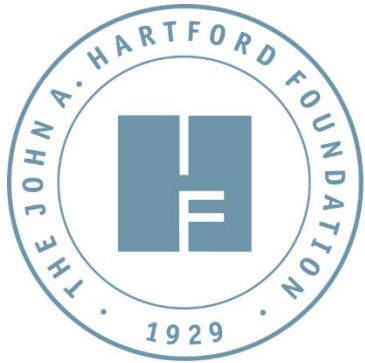
If you have further feedback that you didn't get to share today, please fill in any comments in last open-ended comment box

-or-

pwebster@ihi.org



Thanks and appreciation



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



the **conversation** project

