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”.

Select Chat recipient
Enter Text
Raise your hand
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

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

[Images of tool pamphlets]
Newest Update: What Matters to Me Workbook (Chinese)
2021 Recap

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
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

the conversation project
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?