

The Conversation Project

Planning for National Healthcare Decisions Day 2023

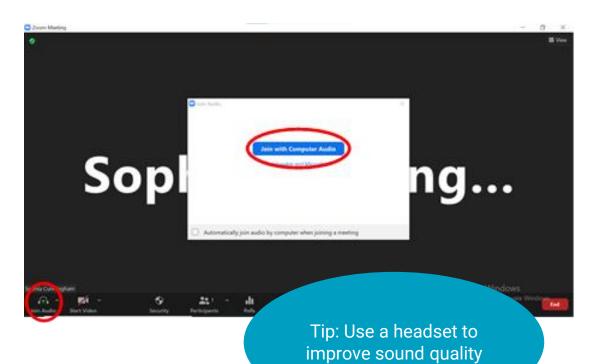
February 14, 2024

Patty Webster Shubhi Tandon

Connecting your Audio

If this is your first time using Zoom, a "Join Audio" box may pop up when you join the meeting.

We recommend you join using computer audio.



Chat Panel

Click the Chat button at the bottom of the screen to open the chat in the side bar.



Type your message in the field at the bottom of the side bar.

Make sure you're sending to "Everyone" or to the host. Press enter to send.



Intros/chat

Type into the chat box:

Your name, location, organization

and if you are new or regular/seasoned NHDD participant?



Make sure you send your message to

"Everyone."

On today's call





Patty Webster Improvement Advisor, Community Engagement the **conversation** project Shubhi Tandon Project Manager

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Chat



Share your favorite romantic gesture or your plans for Valentine's Day!

Make sure you send your message to "Everyone."



Welcome, review and update: TCP and National Healthcare Decisions Day (NHDD)

All: share (emerging) plans for NHDD

Guest: Katie Bisaha, Conversations of Your Life

Q&A and discussion

2024 theme, ideas, and 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.

TheConversationProject.org

the **conversation** project

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National Healthcare Decisions Day

Newly updated blog

On our "What's new", NHDD resource and blog pages

the conversation project

Planning for National Healthcare Decisions Day (NHDD): Top 5 FAQs

Posted on 01/18/2024

Looking for ideas for planning for and promoting National Healthcare Decisions Day (NHDD) in your community? We've pulled together some of our most frequently asked questions about planning for NHDD and created a roadmap with specific examples and resources to help provide answers.

Q: Where can I keep up to date on the latest resources that might help me for NHDD?

Our NHDD tab serves as a one-stop shop for all resources for NHDD.

And, keep your eye on the What's New tab on The Conversation Project (TCP)'s main website as we post any new resources here to help you think about and prepare for NHDD. Typically, we start sharing any new materials at the start of each year through April 16th, including an annual blog on the most recent activities and ideas we've heard from others who are gearing up and already planning for NHDD.

Q: Where can I find ideas for activities to host for NHDD? What activities have others found most effective?

One size does not fit all when it comes to which activities work best to spread the word about National Healthcare Decisions Day and support conversations within your community. What we can say with 100% certainty...there is no shortage of ideas to test out and try. Below is a roadmap to help you find ideas.

Bookmark: our Resources for Getting Started page for suggested activities, case studies, and tools you can use and adapt. Jump in and start to review all we have for you!

Review: the following compilations for specific ideas, with names of groups or individuals all over the country who have participated in NHDD across the last several years. Take a look and see what you think might resonate with those you hope to reach in your personal, social, or community circles:

Coming soon

Updated NHDD themed toolkit

National Healthcare Decisions Day Communications Toolkit Theme: Talk about it

There is no "one size fits all" when it comes to planning for and participating in National Healthcare Decisions Day (NHDD). While the day itself falls on April 16th, many groups chose to start promoting NHDD earlier to whet the appetite and/or continue celebrating past April 16th to promote ongoing conversations about what matters most when it comes to our care wishes. No matter what you do or when you start, the common theme we suggest is simply to "talk about it."

And what better way to start, by starting with self to better be able to support others. Thinking about what is important to you and then talking about it with those important to you, those who may need to speak up for you if you are unable at any point. And then use your story of how it went for you when you help others to talk about what's important to them.

Whatever you decide to do in honor of NHDD is MUCH appreciated. And don't forget, if you host an event and you use social media, share it on your platforms and tag us so we can help spread the word.

Standard newsletter. email, flyer, or other mass send out language about NHDD National Healthcare Decisions Day (NHDD) is an initiative to encourage people to talk...to express their wishes regarding healthcare and for providers and facilities to respect those wishes, whatever they may

Logo(s):

National Healthcare Decisions Day



Hashtags

#NationalHealthcareDecisionsDay #NationalHealthcareDecisionsDay2024 #NHDD #NHDD2024

Sample text/images: for Social Media Posts or For Use in Newsletters, Flyers, Emails, etc.

The following examples are tailored to three social media platforms (Instagram, Facebook, Twitter) but can be used/adapted more broadly in other social media platforms and/or other communications methods you use. We'll have daily themes the week leading up to April 16th and will be posting about each one every day, so keep an eye out for these posts and be sure to retweet/repost/share our content!

Instructions on how to use these sample posts:



Nathan A. Kottkamp

Founder

National Healthcare Decisions Day

https://theconversationproject.org/nhdd



What are you thinking about / planning for NHDD?

Or what do you want to explore today?

Make sure you send your message to "Everyone."



Katie Bisaha

Community Health and Policy Associate New Jersey Health Care Quality Institute kbisaha@njhcqi.org | www.njhcqi.org

New Jersey
HEALTH CAREConversation:
Planning for
National Healthcare
Decisions Day
(NHDD) 2024

The Conversation Project Community Call Wednesday, February 14th

Community

About the Quality Institute

- As a nonprofit organization, the Quality Institute is the *only* independent, multi-stakeholder advocate for health care quality in New Jersey.
- Both a grant funded and member organization, the Quality Institute convenes a unique and multi-faceted community.
- At the Quality Institute, we believe that collaboration is essential to improving our health care system.

A TRUSTED VOICE IN HEALTH CARE QUALITY



Community Health

Quality

Policy

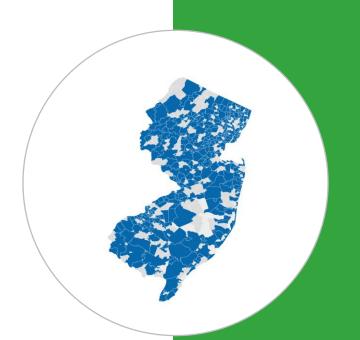




Our Work – Community Health

Mayors Wellness Campaign

- A statewide community health initiative that provides evidence-based tools and strategies to help residents achieve healthier lifestyles improve overall health and wellness in their communities.
- 400+ participating communities





Our Work – Community Health

Conversation of Your Life (COYL)

• Provides communities with resources on how advance care planning can help residents age in place.





How we Reimagined COYL- Goals





Overhauling COYL Workshops and Initiatives



Update our COYL Partner Network



What we learned from Stakeholders, Research and Partners





From the Massachusetts Serious Illness Coalition...

33% of individuals have documented their health care proxy

30% of individuals have documented their wishes for care if seriously ill

54% had a serious conversation with someone about who will make decisions about medical care

55% had a serious conversation with someone about their wishes for medical care if you become seriously ill From the Serious illness Messaging Toolkit...

Talk up the benefits Use positive stories Invite dialogue ?



From our community leaders and mayors:

Many are unsure what advanced care planning is

Many are hesitant to have conversations

Many find this to be an important topic of discussion



What I learned as a new staff person at the Quality Institute during Covid 19

We could create additional tools and resources to streamline COYL programming and initiatives

Many of our volunteers underwent turnover, departed from their organization, or did not have capacity to participate.

However, many were still passionate in providing this education and information.



Meeting our Goals--Toolkit



Provide foundational education

Q | NEW JERSEY HEALTH CARE QUALITY INSTITUTE

- Showcase practical strategies
- Empower with resources

2023 COYL Takeaways

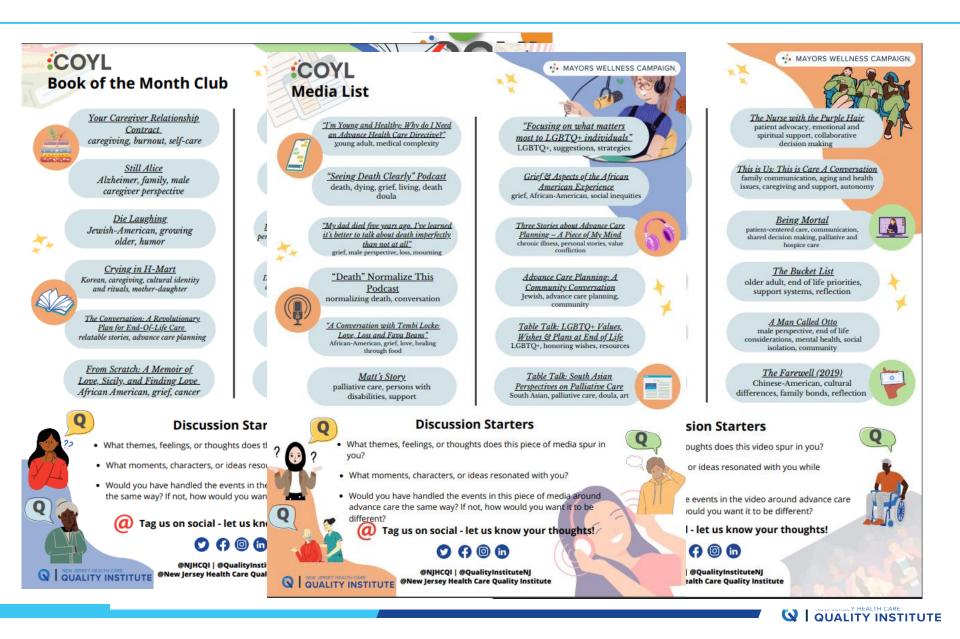




Adapting Resources: Not Reinventing the Wheel



COYL Tool Makeover



Mayors Wellness Campaign Municipalities

Health Care Systems

"Community Living Rooms"

Healthy Aging Partners



Making it Easy for COYL Partners

Works COYL

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When planning events and programming with you these suggested workshops to introduce the subje in your communities.

Panel Discussion

COYL

Learn from the experts

Host a panel in your community with subject matter experts to raise awareness about the importance of having end-of-life conversations. These panels help promote a sense of empowerment and control over end-oflife care decisions. Speakers can include:

- · Hospice and palliative professionals
- End-Of-Life Doulas
- Faith leaders
- Eldercare attorneys
- Medical Aid in Dying Experts
- End-of-life advocates and more!

Residents will have the opportunity to ask questions and access to resources shared by panelists.

Want to schedule a COYL program in you **Community?** Contact Katie Bisaha at Kbisaha@njhcqi.org

Palliative Care for Living Well with Serious Illness

Enhancing Quality of Life through Palliative Care

Host a workshop where an expert shares with residents how palliative care can provide an extra layer of support to help them or a someone they care for live well with a serious illness.

Making Your Voice Heard: Choosing a **Healthcare Proxy**

Who will speak for you?

Host a workshop for residents covering the importance of having a healthcare proxy, how to learn what matters most to a designee, what to consider when choosing one, and how to communicate your wishes to them to have a say in their care.



Workshop COYL

Workshops

Film Screening & Discussion Movies to break the ice

Host a film screening for residents to introduce them to advance care planning. Following the screening, a COYL partner will lead a discussion and provide insight on the topics covered in the film and answering questions. Options for movies can be found here.

Community Book Read Hear from authors

Host a community book read where a COYL partner leads a discussion centered on a book or article to spark a conversation around our wishes. A list of suggested books can be found here.

Game Night Gamify your wishes

Host a fun-filled game night where a facilitator will guide residents through the conversation and learn more about advance care planning while having fun. and navigate what matters most to us. Go Wish is a great game to play and can be found here.

Visual Displays of the Conversation

Art that sparks the conversation

Host an interactive and thoughtprovoking event where we explore endof-life wishes and goals by creating an art installation in their community. Learn more here.



Quality Institute staff can connect you with local COYL partners to lead and assist with programs listed above. Additionally, Five Wishes documents, COYL brochures and more can be provided for your events. All events are free of charge!

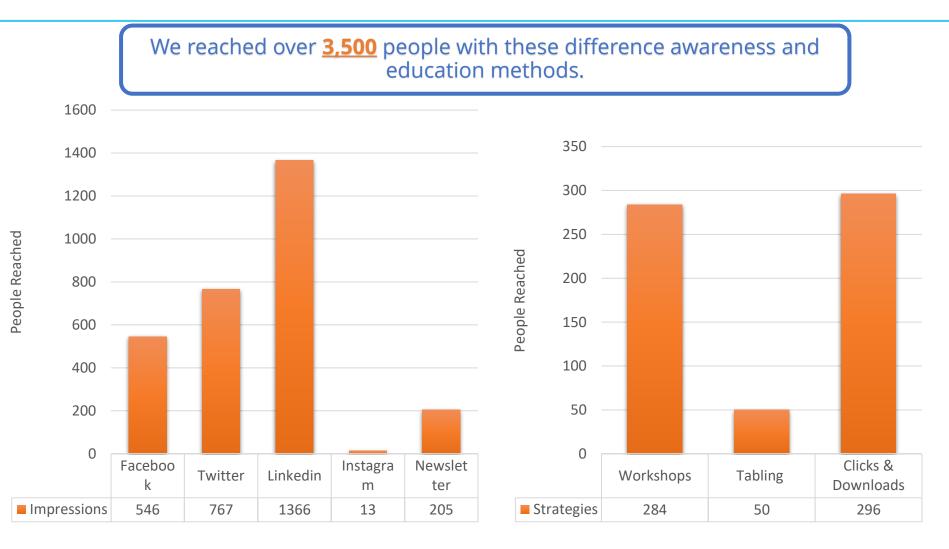
Looking for additional options? Want to request a program about a topic not listed above? Contact us for more information.

Want to schedule a COYL program in yo **Community?** Contact Katie Bisaha at Kbisaha@njhcqi.org Want to schedule a COYL program in your **Community?** Contact Katie Bisaha at Kbisaha@njhcqi.org





What did 2023 look like for us?



That was the data, but what did it ACTUALLY look like?





That was the data, but what did it ACTUALLY look like?

Small impacts make Large Ripples—Actions to Make a Difference during NHDD

Utilize social media both personally and professionally to share about NHDD

Start Small

• Repost COYL and Convo Project social media

Build Momentum

• Adapt these social media kits to reflect the needs and diversity of your community.

Go Big

• Create your own content and get creative. Create TikToks, social media posts, videos and more.



Small impacts make Large Ripples—Actions to Make a Difference during NHDD

Find a community building awareness and education on NHDD

Start Small

 Identify and reach out to local organizations and groups with shared interests. Utilize the ConvoProject's Champion Map to get started.

Build Momentum

• Contact local officials and encourage them to prioritize NHDD through a proclamation. Use our NHDD sample proclamation

Go Big

• Create community: organize a small group of people with a passion for NHDD and create an event.

Small impacts make Large Ripples—Actions to Make a Difference during NHDD

Bring the Conversation to your Community; big or small

Start Small

• Share your experience with ACP and utilize Conversation Project starter guides when engaging with those who matter most

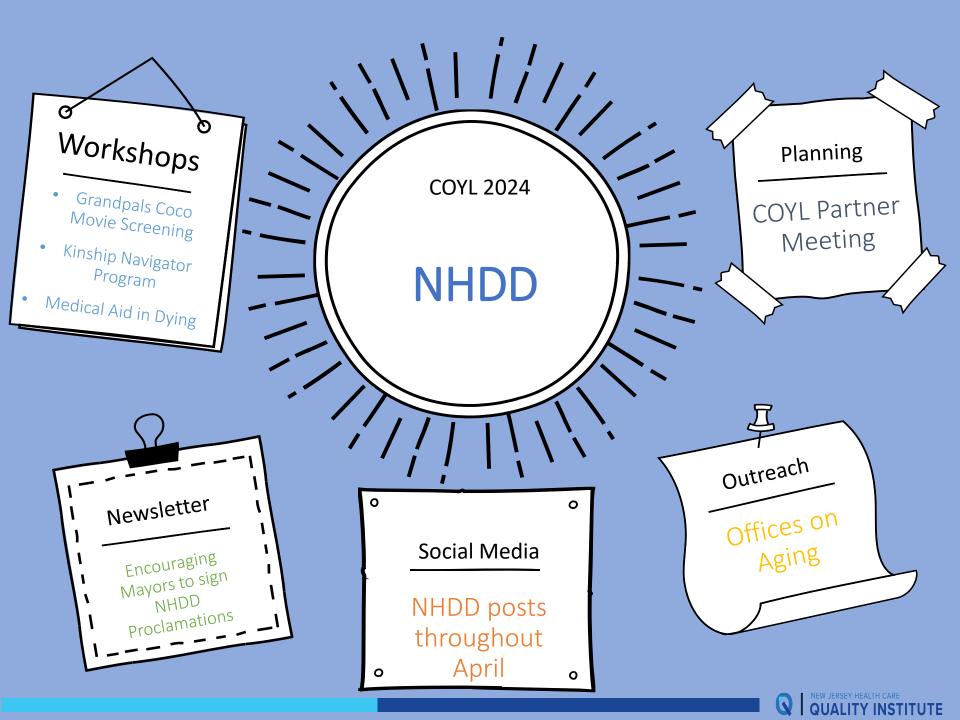
Build Momentum

• Gather those who matter most for death over dinner, a game of Go Wish, a movie night featuring ACP themes. Use our Media Clubs for inspiration!

Go Big

- Contact a local community living room to lead or organize a presentation. Resources available to lead a conversation like this include:
 - Our COYL Partner Materials
 - ConvoProject's Community Resources
 - Go Wish Card game
 - Death Over Dinner





Questions? Comments? Ideas?



Ideas for NHDD: Start planning now

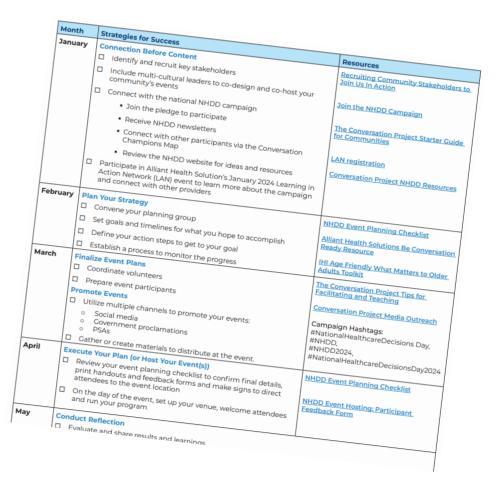


National Healthcare Decisions Day (NHDD) is a series of events to encourage adults to have conversations about their healthcare decisions and identify a healthcare proxy before any healthcare crisis. These events are conducted annually across the country on April 16.

Lead a regional approach by bringing together various players in the larger healthcare, legal and religious community to work collaboratively to benefit patients, families, and providers.

Use this calendar as a planning guide for your community NHDD events!





IPRO and Alliant Health Solutions QIN-QIO: Carolyn Kazdan, Senior Director, Health Care Quality Improvement

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https://quality.allianthealth.org/



Ideas for NHDD: Library Kit





"Death and Dying" senior activity kit

Shared by: Renee Anderson, Senior Services Coordinator, Programs and Outreach Department

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Ideas for NHDD: Movie screening

WHAT DO YOU WANT AT THE END-OF-YOUR LIFE? I JUST WANT TO GO HOME! HONORING CHOICES TRACEY EVANS LIORA HARVIN RANK C. WILLIAMS ZENA WOO

Honoring Choices advocates for open communication and informed decisionmaking within families.

From February 15 to April 16, 2024, Grief Dialogues is waiving the usual \$500 licensing fee.

If you or your organization is interested in showing the film, contact <u>elizabethcoplan@gmail.com</u> directly.

https://www.griefdialogues.com/honoringchoices-the-film/

Ideas for NHDD: Launch a program!



A COMMUNITY PROGRAM OF MOUNT EVANS

Ideas for NHDD: Themes



HEALTHCARE DECISIONS DAY: FILLING IN THE BLANKS Wednesday, April 19, 1:00–4:00 p.m. (Hybrid - In-person at Nancy S. Klath Location and on Zoom)

Healthcare Decisions Day is a time to consider our healthcare wishes and how to discuss them with our loved ones and medical care teams. Join us for an overview of the documents, how to start the conversation, and hear from a physician on "what's next" after you share documents with your care team.

1:00-3:00 p.m.

Discussion of the documents, tips for completing, and ways to share this information and create conversation with your loved ones. Presented by certified advance care planner, Billi Charron, MSW.

3:00-4:00 p.m.

What does your physician do with your Five Wishes or POLST? Find out from Dr. Vikranta Sharma of VNA Health Group



Registration required, no fee.



princetonsenior.org • 609.751.9699

Nancy S. Klath Center for Lifelong Learning 101 Poor Farm Road, Building B Princeton • New Jersey • 08540

Princeton Senior Resource Center Princeton, NJ

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PSRC & COYL'S DAY OUT: HEALTHCARE DECISIONS ARE MORE THAN JUST PAPERWORK Thursday, April 27, 10:00 a.m.–3:00 p.m. (Hybrid - In-person at Nancy S. Klath Location and on Zoom)

PSRC is partnering with Conversations of Your Life (COYL) to present a half-day seminar related to making healthcare decisions. Discussion leader, Adrian Allotey, is a non-medical, end-of-life doula and elder companion who specializes in physical, emotional and spiritual care.



The seminar will include: • Screening of A Man Called Otto • Lunch provided by Princeton Care Center • Creating the Before I Leave Community Vision Board Fee: \$5, registration required.



UNC Health Pardee

Hendersonville, NC



National Healthcare Decision Day Spinsore by Spiniou Care Services and the Ethics Committee

Thursday Apr. 13 Orchards Cafe 11am-1pm

We will have copies available, or you can download your own in English or Spanish









TCP's NHDD 2024 Theme:

Talk about it







Join us on February 16th 12:00-1:00 pm ET for our annual community call to

gear up for National Healthcare Decisions Day (NHDD). Hear from the founder and chair of NHDD, Nathan Kottkamp and Dr. Anthony Back. Co-founder,



NHDD week: daily theme/resources

April 10th : Start with YOU (self)... review the Conversation Starter Guide or "What Matters to Me Workbook and think about your current wishes (revised, the same, or new)

April 11th: Promote NHDD on your social media platforms...use our ready made toolkit for samples

April 12th: Engage and talk with family, friends, those important to you...*share proxy guides, blog stories letters*

April 13th: Support for caregivers... share dementia, pediatrics, and health care team guides

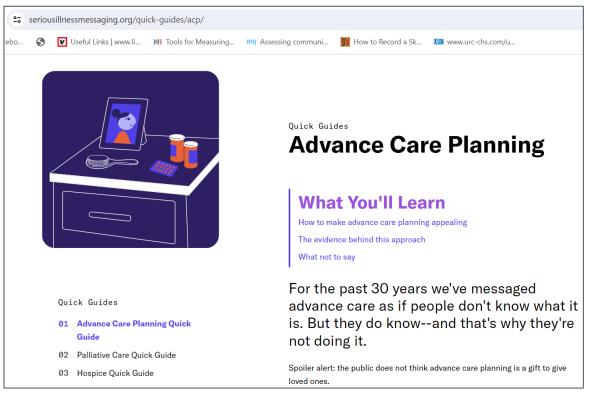
April 14th: Bring NHDD to where you live, work, pray, and learn...*health care professionals, clergy, professional services orgs/individuals (estate attorneys, elder care lawyers, financial planners, etc.), colleges/universities, high schools*

Apr 15th: Ready yourself and others for conversations...set up a call/in-person visit, draft an email, review our list of jump starters to start the conversation and pick one that works for your person(s)

Apr 16th: **Today's the day! Make your wishes known!**... *Talk about it and share 5 Wishes®*, *PREPARE™ for Your Care, letters, any other resources to help*

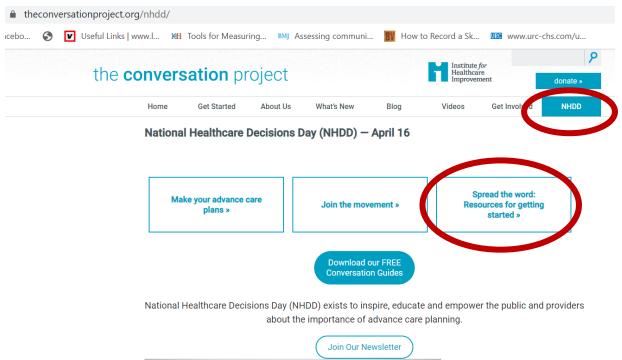
Think about your message

...to improve public perceptions of Advance Care Planning, Palliative care and Hospice care.



https://seriousillnessmessaging.org/

Sources for more ideas





Suggested activities, specific examples/case studies

Communications materials, media outreach, etc.

NHDD Toolkit

Use/repurpose our content

Use our content:

Conversation starter guides Videos Blogs NHDD communications toolkit

Sign up for our newsletter

Follow us, reshare, tag us on social media – USE #NHDD X (Twitter): @convoproject Facebook: The Conversation Project



Ever Wish You Could Rewind a Conversation?





Save the Day PSA

Party on the Beach PSA

Share and connect with each other

Via TCP's network:

Community Champions Facebook discussion group





https://theconversationproject.org/get-involved

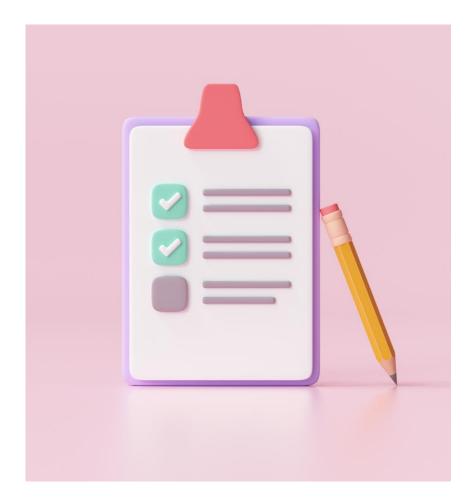
TCP QR Code

Feel free to use: presentations, events, handouts, newsletters, emails, etc.



TCP Convo Guides

One request...if doing NHDD activities



Please sign up for our newsletter and share how many you are reaching in our quarterly,

Community Activity Survey!

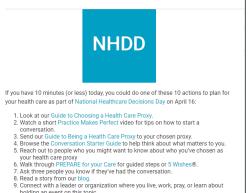
Our continued funding for FREE resources depends on it!

Next survey May 2024

Coming soon: Feb 16th video

10 Ideas of Things to Do for National Healthcare Decisions Day (in 10 Minutes or Less)





- holding an event on this topic.
- 10. Follow us on Facebook, Twitter, or Instagram to learn more

25 Potential Resources to Share for National Healthcare Decisions Day (NHDD) Posted on 03/22/2023

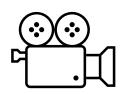
We've compiled a list of top, go-to resources we think may be most useful to catch the attention of those you want to reach during NHDD. Consider sharing one or more of these links leading up to/on NHDD and/or across the whole month of April. Share a link in email blasts, on social media, in a newsletter letting your audience know it's in honor of April 16th being National Healthcare Decisions Day (pair a resource with a link to the NHDD website)

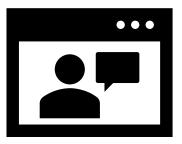
There are many more fantastic resources out there, we hope this sampling based on feedback from what's resonating in our spheres of influence will help you take the quess work out of what you could share to jumpstart conversations. Add other resources in the comments below!

10 Blogs

Each link below takes you to an intro page that offers sample text you can copy/paste into whatever communications method you are using as an introduction to entice people to click the link to read on.

- Three ideas for solo agers to keep in mind.
- Recognize caregivers as star players on the team
- With Dementia, More is Needed than a Boilerplate Advance Directive
- A guide to supporting others through a difficult diagnosis
- I received a tough diagnosis. How do I think and talk about what's important in my





What else would be helpful for building up interest in NHDD? Any other kinds of assets helpful for March 16th?

PLEASE SHARE ON OUR 2 MINUTE SURVEY

Thanks and appreciation



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

MCELHATTAN FOUNDATION



To support The Conversation Project's ongoing work, donate here:

