California Health Improvement Project (CHIP)
Preparing for a Good Death Through Advanced Care Planning

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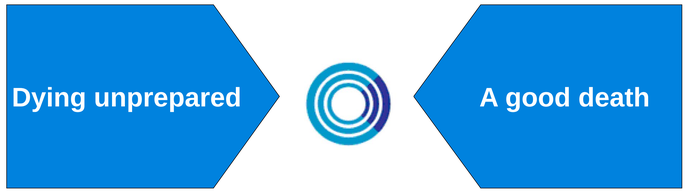
Problem Statement and Underlying Causes

The Program of All-Inclusive Care for the Elderly (PACE) is essentially an end-of-life program for elders, yet CEI does not have an established program for Advance Care Planning (ACP). Even though all participant have a POLST form completed, this project highlighted the need for a comprehensive end-of-life plan for our participants.

- Not having an Advance Care Directive has been problematic for families and staff.
- Lack of ACP program is barrier to fully honoring participant wishes.
- There are inconsistent levels of staff comfort and skills to adequately address end-of-life issues.



Project Description

Develop a comprehensive advance care planning (ACP) program, including end-of-life care and chaplaincy services. Multi-year plan of implementation starting with pilot at Eastmont Town Center using the Five Wishes Advanced Health Care Directive (AHCD). Participants divided into three groups: 1) Participants expected to live six months or less, 2) New participants, 3) Current participants who are stable. Identification of the staff who will complete the AHCD with participants and provide various levels of training based on their level of involvement in ACP program.

Goal and Objectives

Goal: To improve on staff and participant experience in advance care planning and to help participants plan for a "good death." The pilot project was for 18 participants and involved three social workers and me.

Output-oriented Objective:

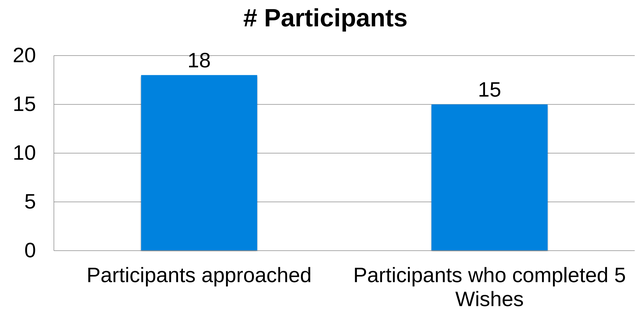
A) Pilot project: Provide staff training (motivational interviewing, advance care planning, enabling staff to more easily have upfront discussions about end-of-life.)

B) Long-term: Develop an organization-wide advance care planning program during 2015 and 2016 that will include a chaplain, end-of-life care, staff training for all disciplines, and infrastructure to facilitate the completion of an advance health care directive and financial power of attorney.

Outcome-oriented Objective: To provide a legally-binding AHCD that is supportive of the participants' end-of-life wishes and makes the process psychologically supportive for both participants and family. Aim for 70% completion of AHCD of participants approached. Measure participant ACP experience through survey with an average score of at least 4 out 5 (between very good and excellent) in their experience.

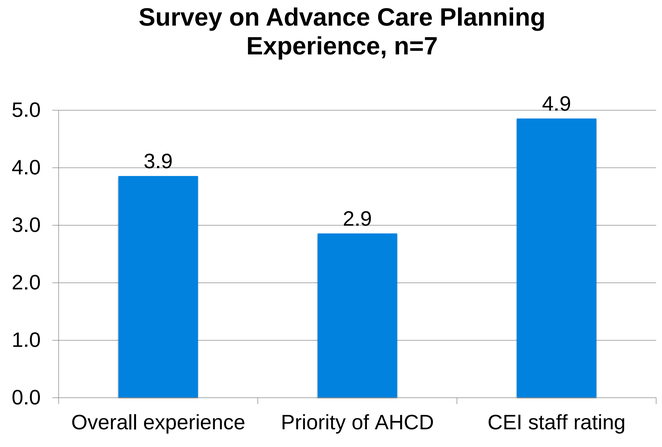
Outputs & Outcomes

Outputs Achieved



For the pilot,18 participants were approached to complete the Five Wishes advance health care directive. Fifteen participants completed it. Based on benchmark data from another PACE organization, we anticipated that 70% of participants approached would complete the advance health care directive.

Outcomes Achieved



Seven of the 15 participants who completed the Five Wishes responded to a brief survey on advance care planning. With the maximum score of 5, the average rating of their overall advance care planning experience was 3.9. The average rating for the priority of completing an advance health care directive was 2.9. The average rating of the CEI staff who facilitated the completion of the Five Wishes was 4.9.

In August 2014, based on this pilot project, CEI received a $52,000 grant from Alameda County to expand our end-of-life program.

Lessons Learned

While senior leadership was very supportive from the beginning, would have increased their visibility at the center level to initiate the project. This would have more strongly validated the importance of the project.

Advance care planning is a significant component of participant experience and helps our care more participant-centered.

For staff and participants, there are cultural and/or religious differences in their comfort level when talking about death.

About My Organization

The Center for Elders' Independence (CEI) is a non-profit Program of All-inclusive Care for the Elderly (PACE) organization for individuals age 55 and older who prefer not to move into a nursing home but whose health problems make it impossible for them to stay at home without the help of caregivers. Our mission is to provide high quality, affordable, integrated health care services to the elderly, which promote autonomy, quality of life and the ability of individuals to live in their communities.

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Contact Me

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