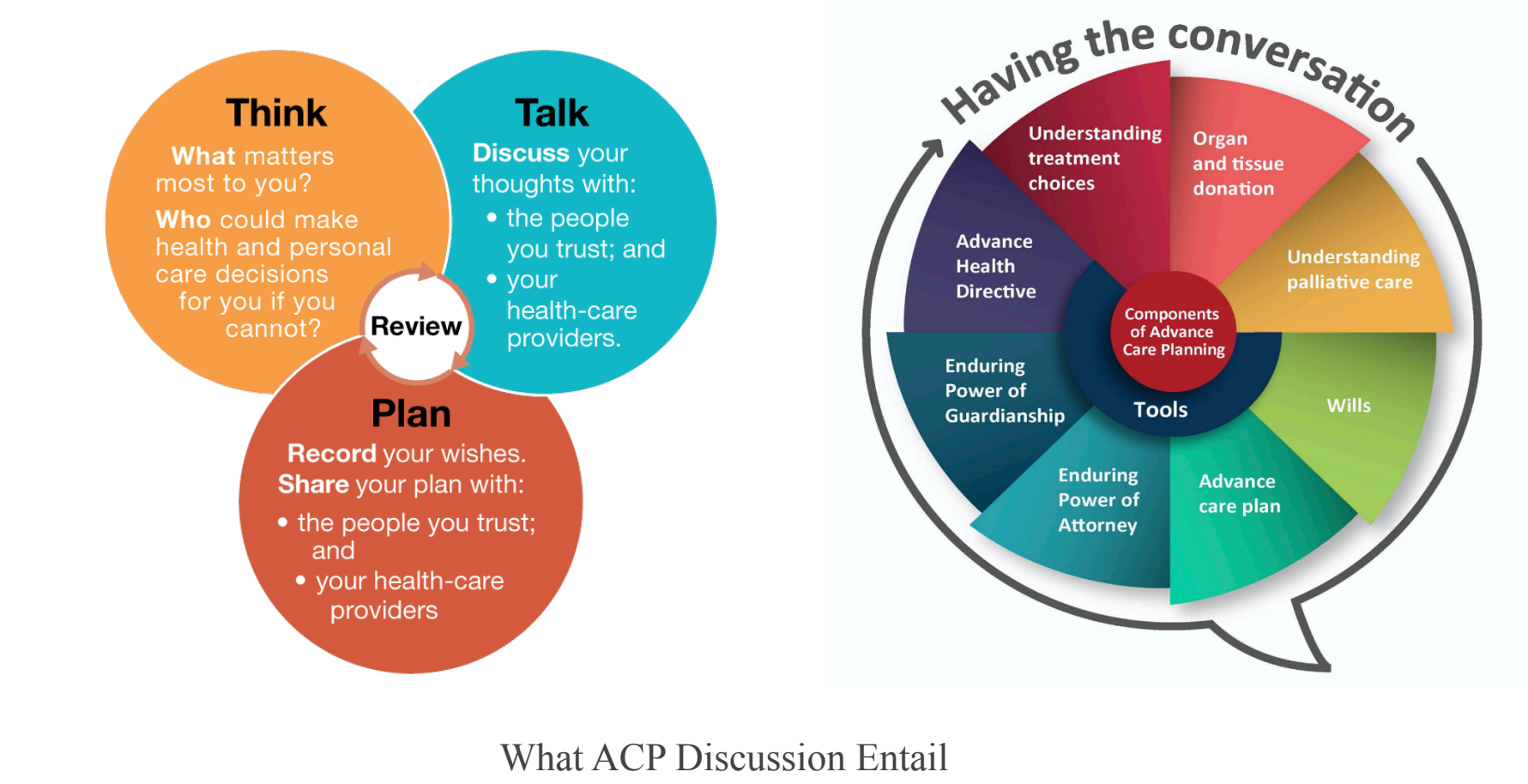


Increasing Advance Care Planning Discussions and Documentation through Introduction of an Electronic Smartphrase in an Urban Academic Medical Center

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INTRODUCTION

- Advance care planning (ACP) is a critical ongoing conversation between a patient and their care team to ensure end of life wishes are respected in the case that the patient is incapacitated
- Advance care planning consists of Advance Directives, Living Will, and Healthcare Power of Attorney
- Advance directives should be frequently revisited, they can be discussed and edited as many times as needed
- ACP discussion is especially important for the elderly and individuals with chronic or life threatening conditions
- In one study of 5,200 Medicare beneficiaries, only 1% reported having ACP completed with their primary care provider.¹
- Increasing ACP promotes optimal patient centered care as it shifts end of life decisions into patients’ control.



AIM

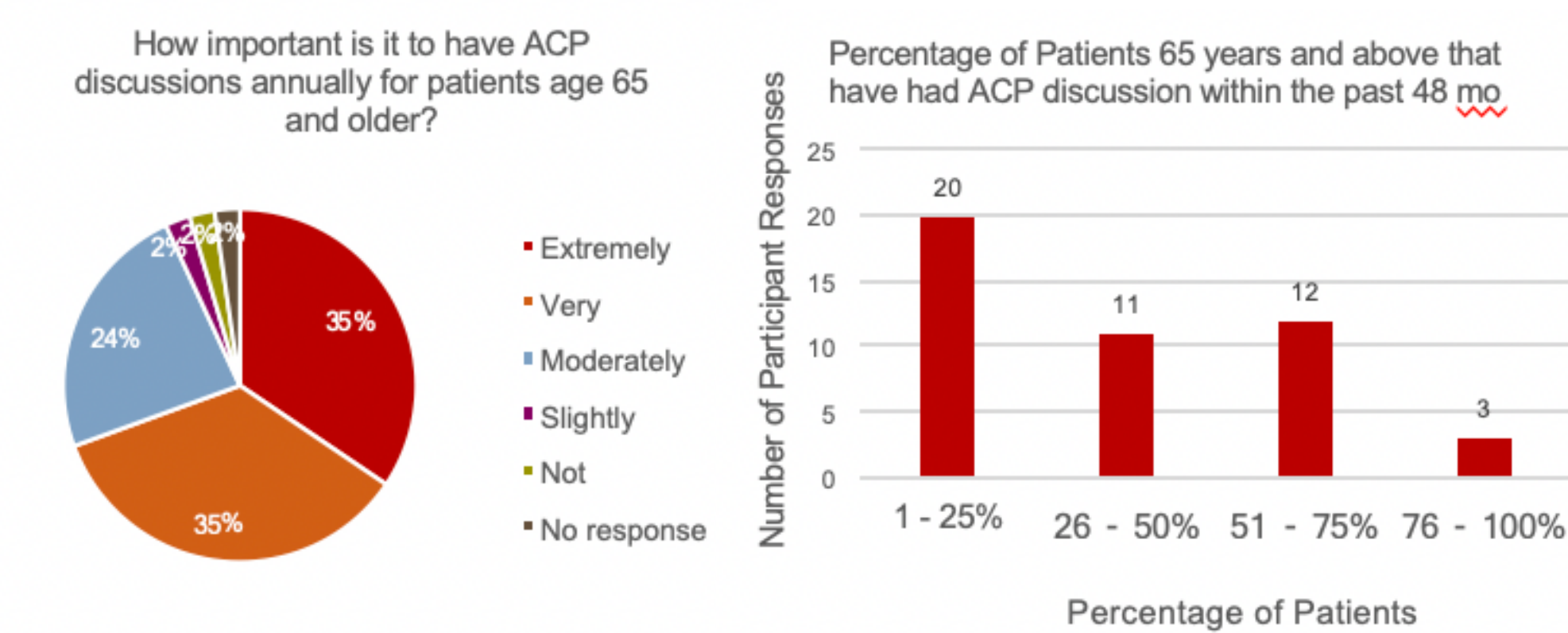
- To increase completion and documentation of ACP conversations with patients age 65 and up within primary care through use of a system level smartphrase.
- Doing so promotes optimal patient care while supporting performance in value based contracts

METHODS: DATA COLLECTION

- Pre-survey was completed by frontline primary care staff
- Survey data was analyzed for room for intervention
- Utilization of ACP smartphrase was tracked in real time using Microsoft PowerBI Dashboard
- Data was collected from May 1, 2021 to November 1, 2021
- Data was compared to baseline from May 1, 2020 to November 1, 2020

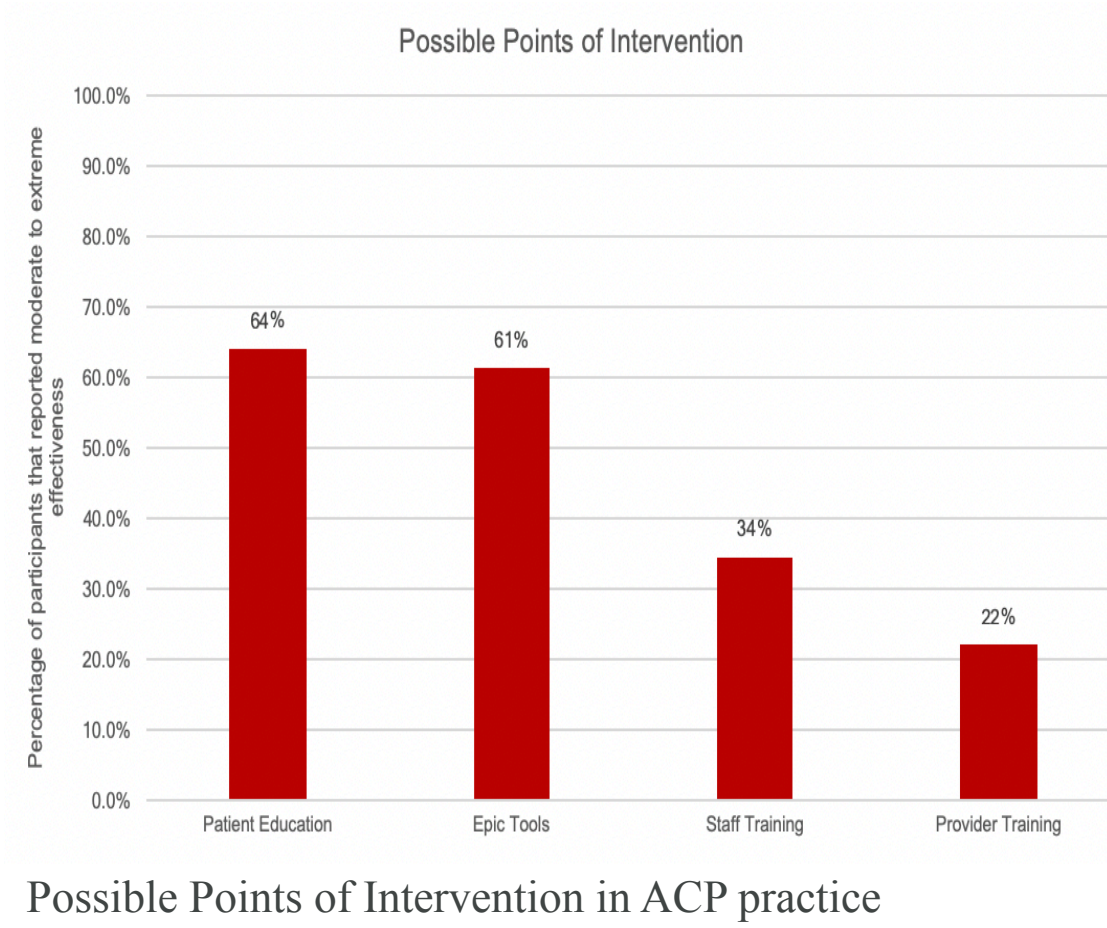
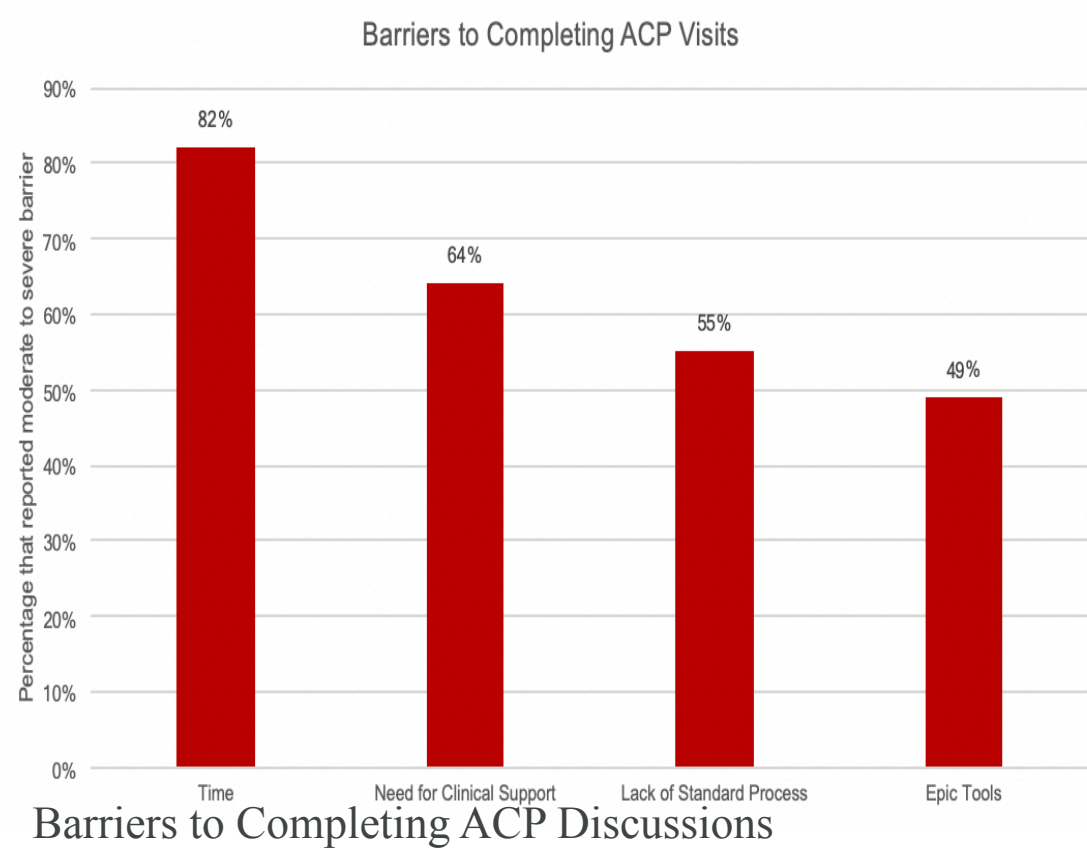
METHODS:PRE-SURVEY DATA

- 74 Primary Care clinical team members at Ohio State Wexner Medical Center (OSUWMC) were surveyed to collect baseline information on current views and practices related to ACP
- 67% reported ACP discussions as either extremely or very important, only 11% reported completing discussions with over 75% of their patients ages 65 and up



Discrepancies in perception of importance of ACP and actual ACP conversations conducted.

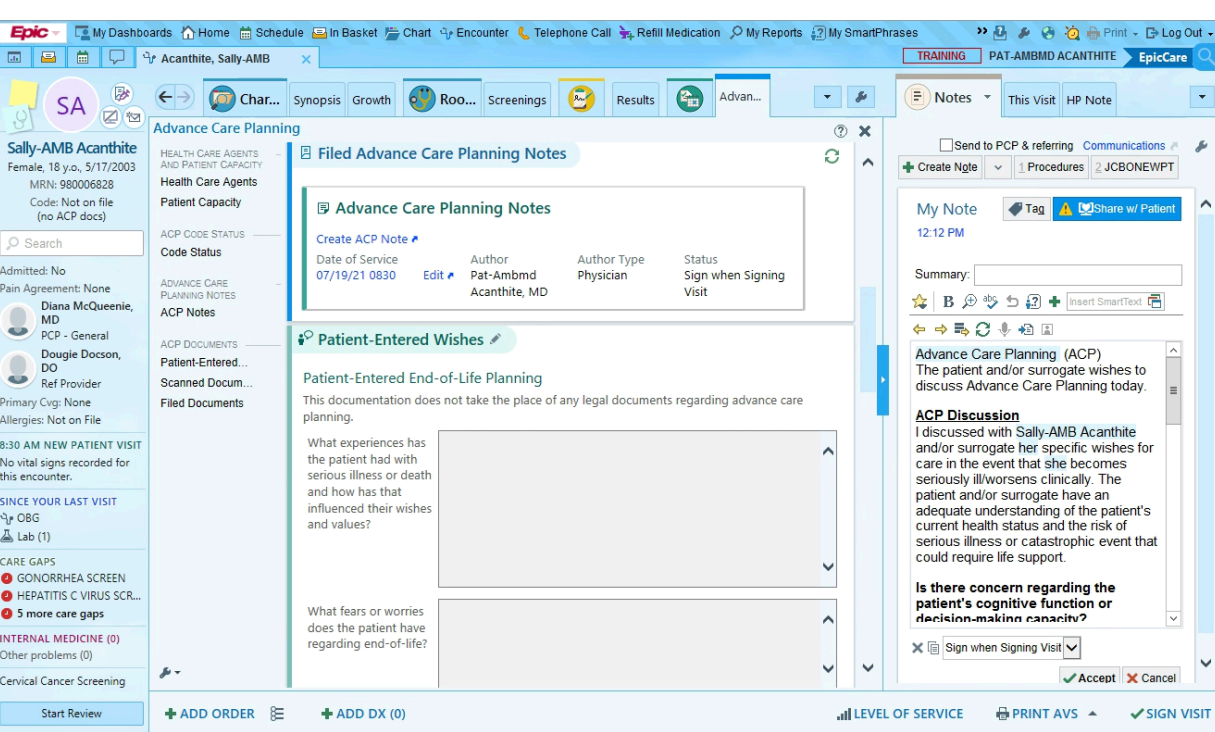
- The two most significant barriers were time and clinical support
- 61% of survey participants responded that Epic tools would be a favorable way to mitigate barriers to ACP discussions



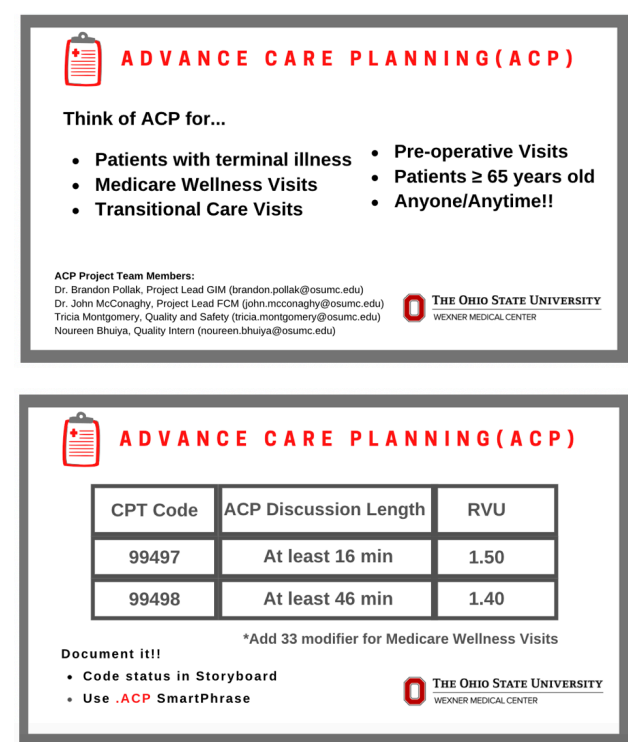
METHODS: INTERVENTION

- Tools were developed and distributed to encourage best care ACP practices
- Brief “roadshows” were conducted at clinics to promote use of the ACP smartphrase
- 3-5 min one-on-one training sessions with providers on how to use the .ACP smartphrase and incorporate it into their Medicare Wellness Visit templates
- Answered any questions regarding smartphrase usage
- Provided business cards with relevant information such as billing codes and reminder of when to conduct ACP discussion
- Follow-up email with answers to questions and resources of different mediums to support all learning styles

ACP Smartphrase, Roadshow Business Cards, and Additional Resource (including instructional video, process map, computer reminder sticker)



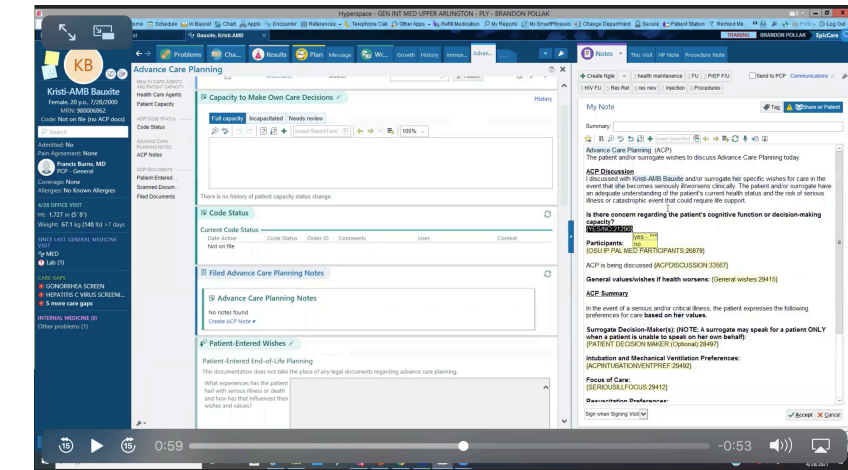
ACP smartphrase in Storyboard



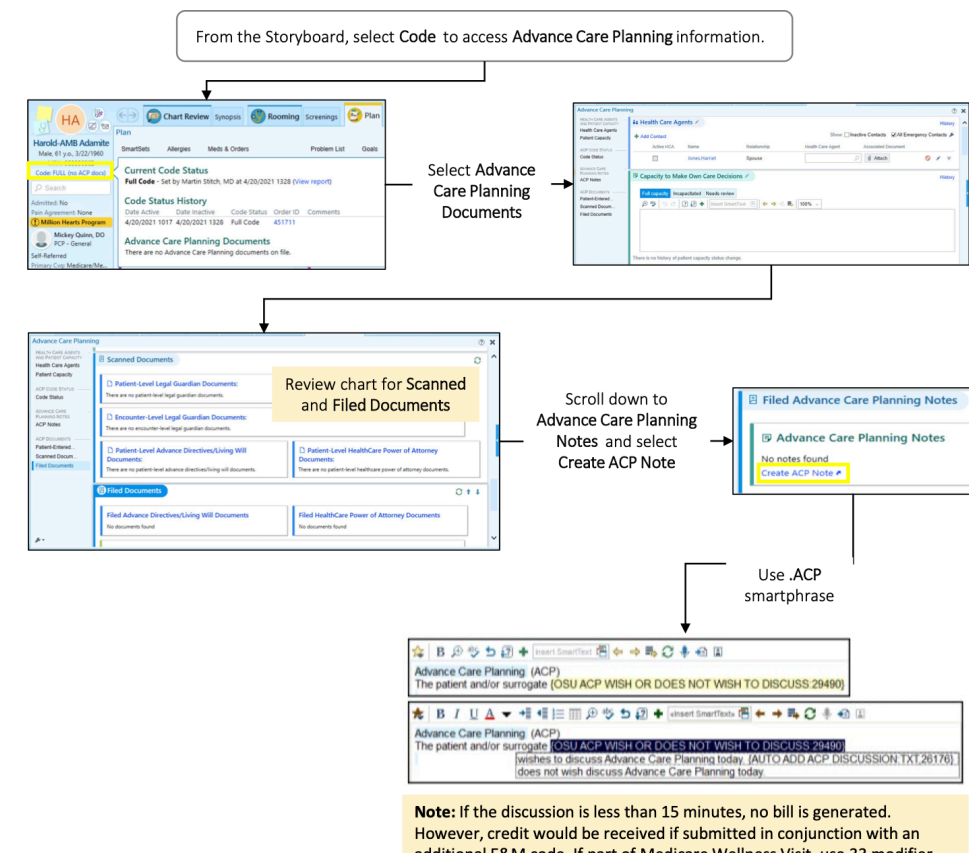
ACP Documentation and Billing Business Card

Tool	Description	Link
Process Map	Walks through how to check for ACP documents in Epic and how to subsequently document ACP discussions with the smartphrase.	Click here
Documentation Video	Briefly highlights in real time how to document ACP conversations in Epic	Click here
IHS Tip Sheet: Advanced Care Planning FAQ	Answers questions related to why ACP should be done, who needs an ACP discussion and how to bill for the discussion.	Click here
IHS Tip Sheet: Advanced Care Planning	Highlights use of the smartphrase and ACP note.	Click here

ACP Documentation Additional Resources Table



ACP smartphrase instructional video

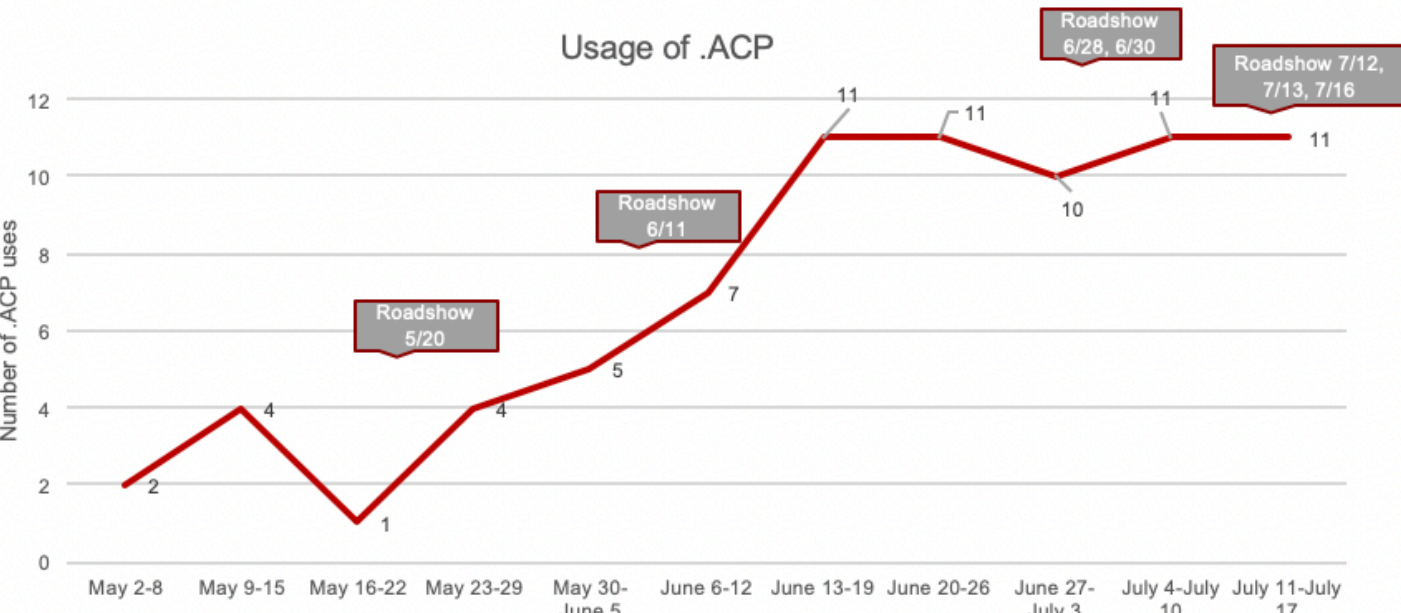


ACP Documentation Process Map

ACP Documentation Computer Sticker

RESULTS

- One-on-one roadshows increased ACP smartphrase uptake
- Utilization of electronic medical record (EMR) tools significantly increased after intervention



Usage of ACP Smartphrase with Roadshow Timeline

ACP Note/Smartphrase Utilization	May 1-November 1, 2020 (baseline)	May 1- November 1, 2021
General Internal Medicine	1 ACP Notes 0 Smartphrase	236 ACP Notes 194 Smartphrase <i>*data includes 7 clinics</i>

Utilization of EMR tools compared to baseline

CONCLUSIONS

- Consistent with national statistics, the baseline survey results emphasized a major discrepancy between perceived importance of ACP discussions and number of ACP discussions completed in the outpatient setting
- To combat misconceptions and address barriers to ACP completion, it was critical to leverage various modalities to effectively disseminate information
- One-on-one roadshows were found to be highly effective in increasing ACP smartphrase uptake
- The interventions addressed the barriers highlighted by frontline staff to ensure uptake

FUTURE DIRECTIONS

- Thorough evaluation of the currently available patient education materials to ensure they are effective in assisting individuals across a variety of demographics and socioeconomic statuses
- More robust training and education to support clinical teams in these potentially difficult discussions

References:

¹Keary S, Moorman SM. Patient-Physician End-of-Life Discussions in the Routine Care of Medicare Beneficiaries. J Aging Health. 2015 Sep;27(6):983-1002. doi: 10.1177/0898264315569458. Epub 2015 Feb 2. PMID: 25649675; PMCID: PMC6330702.

Images: “Advance Care Planning.” BC Centre for Palliative Care, <https://bc-cpc.ca/all-resources/individuals/acp/>.