Advanced Care Planning (ACP) at Howard County General Hospital (HCGH)

May 30, 2018
Agenda

• Share our ACP “journey”

• Purpose and impact of ACP coordinator

• Lessons learned and what’s next…
Where HCGH Started

• Horizon Foundation/ IHI Learning Collaborative
• Baseline assessment - % of patients with documented Advance Directive (AD)
• Identified an Executive Champion
• Rapid Improvement Event
Learning Collaborative

- Participated as a member of the Healthcare Track group during the Learning Collaborative
- Applied the Plan-Do-Study-Act (PDSA) cycle on a hospital and programatic level
- Consulted with medical system through IHI around use of Epic in regards to ACP
## Baseline Assessment

<table>
<thead>
<tr>
<th></th>
<th>All Ages</th>
<th></th>
<th>Age 80+</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FY</td>
<td>Total Inpatients</td>
<td>Inpatients with AD</td>
<td>%</td>
<td>Total Inpatients</td>
</tr>
<tr>
<td>FY16</td>
<td>16,385</td>
<td>1,644</td>
<td>10.0%</td>
<td>3,404</td>
</tr>
<tr>
<td>FY17</td>
<td>16,277</td>
<td>1,678</td>
<td>10.3%</td>
<td>3,216</td>
</tr>
</tbody>
</table>

**Source:** Epic Clarity data pulled on September 12, 2017.

**Note:** Patients with an Advance Directive based on the Advanced Directive Flag in Epic, with a value of Y or N. Excludes newborns and psychiatric patients.
Rapid Improvement Event

- Areas for improvement:
  - Update current policies to match EMR functionality and processes
  - Changes in Epic functionality to better meet needs of patients and providers
  - Fix broken referral pathways
  - Train on document identification and filing for various departments
Rapid Improvement Event (RIE)

Participating Departments

- Hospitalists and Intensivists
- Population Health
- Nursing
- Patient Access (registration)
- Health Information Management
- Social Work
- Risk Management
- JHHS Legal
- Outpatient Surgery
- Horizon Foundation
EMR Improvements

- ACP Navigator included as part of Hopkins EPIC upgrade
- HCGH provided guidance on Navigator build based on conversations with a hospital already using EPIC for this purpose (connection made through Learning Collaborative)
- Health Care Agent designation created
- Consolidation of ACP specific progress notes
- Physicians able to indicate patient’s capacity
Role of ACP Coordinator

• Meet patient at bedside and post-discharge to aid in completion and collection of ADs
• Provide education on AD
• Initial target (obtained via Epic list)
  – ≥80 y.o. w/out AD
  – Patient indicates having AD but did not provide copy to Patient Access or Nursing
  – Patient indicates interested in learning more about creating AD
• Connect pts to SW when there are complex ACP needs
ACP Coordinator Workflow

- Daily worklist generated in Epic
- Communication with unit staff regarding patients on worklist
- Bedside visits with patients and families
- Uploading ACP documents into Epic
- Post-discharge follow-up with patients
# ACP Coordinator Impact: Jan-April 2018

<table>
<thead>
<tr>
<th>Patient Target Category</th>
<th>Total # of pts engaged</th>
<th>Total pts. who now have a HCA or LW in Epic</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>80+ years old with no Advance Directive on file</td>
<td>323</td>
<td>108</td>
<td>33%</td>
</tr>
<tr>
<td>Report having an Advance Directive, but not loaded in Epic</td>
<td>460</td>
<td>146</td>
<td>32%</td>
</tr>
<tr>
<td>Do not have Advance Directive, but want more information</td>
<td>128</td>
<td>21</td>
<td>16%</td>
</tr>
<tr>
<td>Total</td>
<td>911</td>
<td>275</td>
<td>30%</td>
</tr>
</tbody>
</table>
Lessons Learned

- Executive leader buy-in is key
- Collaboration between departments is critical
- Community level campaign helps to motivate change internally
- Need to ensure that processes, policies and education/training match how the work actually gets done and what happens in the EMR
What’s Next

• ACP Coordinator community “office hours” to launch in July

• Electronic ADs and CRISP and EPIC

• Supporting other hospitals with improving their AD process
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