

We need to ask.  
We need to listen.

**WE  
NEED  
TO  
TALK.**

# The Prescription for Stronger Health Systems

Get the tools, training, and team support to deliver superior serious illness care for your most vulnerable patients.



## Maximizing Capacity

Less than 1/3 of patients with a serious illness discuss their goals and preferences with their clinician. Almost half of clinicians report being unsure of what to say.

We know having these conversations is hard. Yet making these conversations a routine part of care for every seriously ill patient is essential to improve patient-centered, value based care.

We believe all clinicians in any health system can do this with the right training and system-level support and tools.

Ariadne Labs' Implementation Collaborative trains clinicians to initiate challenging conversations in the right way, at the right time, so patients and families can make informed choices that reduce suffering, reflect their values, and improve their quality of life. Clinicians learn and practice using the Serious Illness Conversation Guide with training co-developed by VitalTalk and the Center to Advance Palliative Care. The Serious Illness Conversation Guide is a critical resource for clinicians, prompting questions that elicit invaluable insights from patients.

Our Implementation Collaborative also includes developing in-house trainers to build capacity and sustainability. Our system-wide solutions transform organizational culture and provide the best possible care for your most vulnerable patients. This is what you've been looking for.

## Effective at Every Level

From patients and families, to clinicians and health systems, our Implementation Collaborative provides benefits across the board.

**Patients** who have conversations with their clinicians about their values, goals, and wishes are more likely to receive the care they want, avoid unnecessary treatments, and report better quality of life. Our research also shows patients reporting better mental health outcomes with lower rates of anxiety and depression. In addition, our research at the Dana-Farber Cancer Institute demonstrated that with our program, patients have these important conversations earlier in the course of their illness, so they have the opportunity to fulfill their wishes and make informed choices about their care.

**Clinicians** develop a valuable new set of skills and understanding that are not taught in medical school, so they can

have these important conversations effectively and with confidence. And our system-level tools support clinicians in providing better care by giving them the ability to document conversations with their patients in the electronic health record and track changes in their patient's goals over time.

**Health systems** gain reliable tools and protocols for identifying the right patients, asking them the right questions, and following up within the right time frames. They also gain access to Aria, an exclusive digital platform that provides robust resources, as well as an online community of fellow systems implementing the program to share best practices and lessons learned with the Serious Illness Care Program. All of this adds up to an improved health system that integrates new standards, supports improved clinical care, and empowers patients.

Our research at Dana-Farber Cancer Institute has demonstrated that conversations reduced incidence of moderate-severe anxiety and depression by 50%, and that lower levels of anxiety persisted for 4 months after the intervention.

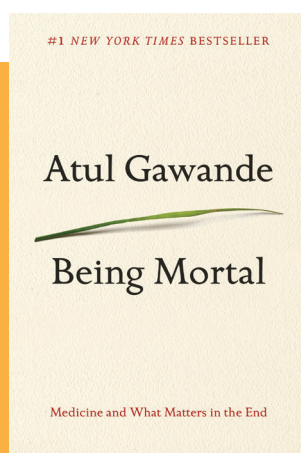




## Trusted Leadership

The expertise and experience of our renowned team informs the vision to strengthen clinician skills and optimize patient care. The Ariadne Labs Serious Illness Care Program was founded by esteemed palliative care expert, Dr. Susan Block, with Executive Director Dr. Atul Gawande, at the Harvard T.H. Chan

School of Public Health & Brigham & Women’s Hospital. The collaborative is offered in partnership with VitalTalk and the Center to Advance Palliative Care. Our team represents the forefront of creativity, compassion and credibility.



“We’ve been wrong about what our job is in medicine. We think our job is to ensure health and survival. But really it is larger than that. It is to enable well-being.”

**DR. ATUL GAWANDE**  
**BEING MORTAL: MEDICINE AND WHAT MATTERS IN THE END**

## The Proof is in The Partners

More than 11,000 clinicians have been trained in the Serious Illness Conversation Guide, 134 organizations have implemented it, and it’s been downloaded in more than 50 countries.

Our extensive experience with a diverse set of institutions has produced deep learnings for how to best deliver serious illness care in health systems large and small, rural and urban, academic and community.

Serious Illness Care partners include:

- BAYLOR SCOTT & WHITE HEALTH, TEXAS
- BLUEGRASS CARE NAVIGATORS WITH IMPLEMENTING PARTNER UNIVERSITY OF KENTUCKY
- CLATTERBRIDGE CANCER CENTER, UNITED KINGDOM
- LAHEY HEALTH, MASSACHUSETTS
- LOWELL GENERAL HOSPITAL, MASSACHUSETTS
- MAINEHEALTH
- MEDICAL UNIVERSITY OF SOUTH CAROLINA
- MOUNT AUBURN CAMBRIDGE INDEPENDENT PRACTICE ASSOCIATION, MASSACHUSETTS
- MONTEFIORE HEALTH SYSTEM, NEW YORK
- NEW ENGLAND QUALITY CARE ALLIANCE
- STANFORD HEALTH CARE
- UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM
- UNIVERSITY OF VERMONT HEALTH NETWORK

## Walking the Talk

“After considering many options, Ariadne Labs’ Serious Illness Care Program emerged as the most practical, sustainable solution for system-wide improvements. We loved the comprehensive workflow integration and consistent feedback. The team proved to be top experts who gave amazing advice, collaborated graciously, and bolstered our own clinicians’ confidence.

In our hematology/oncology division, the program has succeeded beyond our expectations. We’ve trained 95% of our hematology clinicians and seen significant cultural changes. There is a new awareness and application of truly impactful ideas. It’s not just the new Conversation Guide, but the documentation, measurement, tracking, and utilization.

Every health system is worried about issues like length of stay, ER utilization, and chemotherapy within 14 days of life... which is why this is so essential. Ariadne Labs has created a concrete program for delivering long-lasting results inside your regular workflow, while incorporating real-time feedback. Talk about a game changer.”

LYNN MARA SCHUCHTER, M.D.  
CHIEF OF THE DIVISION OF HEMATOLOGY AND ONCOLOGY,  
PENN MEDICINE





Do well for well-being.

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