

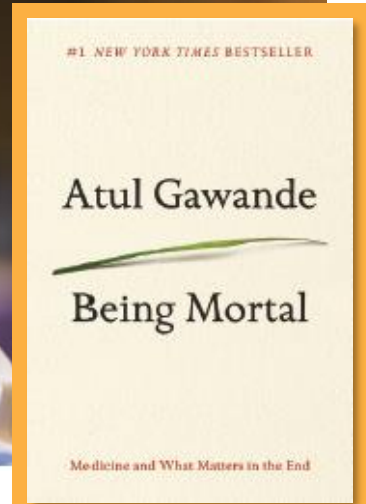


Implementing the Serious Illness Care Program for Your Patients

The 2019-2020 Serious Illness Care Implementation Collaborative

Ariadne Labs

Simple solutions to save lives and reduce suffering – everywhere



Serious Illness Care Program

Mission: To improve the lives of all people with serious illness by increasing meaningful conversations with their clinicians about their values, goals, and priorities



Why conversations?

Early conversations about patient values and goals linked to:

Increased goal-concordant care

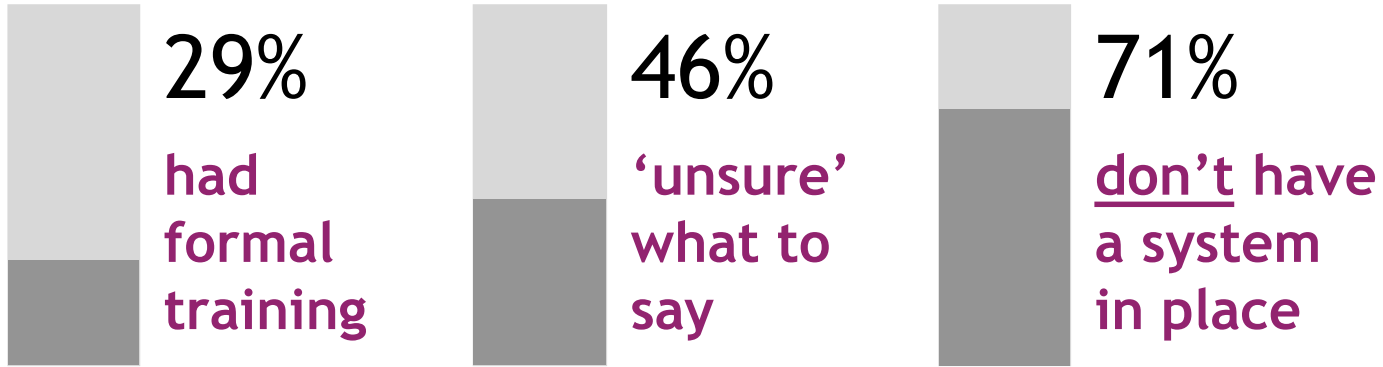
Improved quality of life and patient well-being

More and earlier hospice care

Fewer hospitalizations

Better patient and family coping

Why don't conversations happen?



National survey of primary care and specialist physicians. Cambia Health Foundation; California Healthcare Foundation; John A. Hartford Foundation. 2016.

**No system for
conversations**



**Infrequent, late, limited
conversations**



**Poor outcomes,
Avoidable suffering**

The evidence base

Preliminary data from clinical trials demonstrates positive outcomes:



Clinicians Changed Their Practice

- More, earlier, better, more accessible serious illness conversations about patient values and priorities



Lower Anxiety and Depression for Patients

- Reduced incidence of moderate-severe anxiety and depression symptoms by 50% ($p < .05$)
- Lower levels of anxiety symptoms persist for 4 months after the intervention



Positive Experiences Reported by Patients and Clinicians

- Patients enact concrete behavioral changes
- Clinicians report enhanced clinical care

Serious Illness Care Program

Communication Tools

Clinician Training and Coaching

System-Changes

Communication Tools

Serious Illness Conversation Guide

PATIENT-TESTED LANGUAGE

SET UP
"I'd like to talk about what is ahead with your illness and do some thinking in advance about what is important to you so that I can make sure we provide you with the care you want — is this okay?"

ASSESS
"What is your **understanding** now of where you are with your illness?"
"How much **information** about what is likely to be ahead with your illness would you like from me?"

SHARE
"I want to share with you my **understanding** of where things are with your illness..."
Uncertain: "It can be difficult to predict what will happen with your illness. I hope you will continue to live well for a long time but I'm **worried** that you could get sick quickly, and I think it is important to prepare for that possibility."
OR
Time: "I **wish** we were not in this situation, but I am **worried** that time may be as short as ____ (express as a range, e.g. days to weeks, weeks to months, months to a year)."
OR
Function: "I **hope** that this is not the case, but I'm **worried** that this may be as strong as you will feel, and things are likely to get more difficult."

EXPLORE
"What are your most important **goals** if your health situation worsens?"
"What are your biggest **fears and worries** about the future with your health?"
"What gives you **strength** as you think about the future with your illness?"
"What **abilities** are so critical to your life that you can't imagine living without them?"
"If you become sicker, **how much** are you **willing to go through** for the possibility of gaining more time?"
"How much does your **family** know about your priorities and wishes?"

CLOSE
"I've heard you say that ____ is really important to you. Keeping that in mind, and what we know about your illness, I **recommend** that we _____. This will help us make sure that your treatment plans reflect what's important to you."
"How does this plan seem to you?"
"I will do everything I can to help you through this."

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Serious Illness Conversation Guide

- > **SETUP** the conversation
- > **ASSESS** illness understanding and information preferences
- > **DELIVER** patient-centered prognosis
- > **ELICIT** goals, fears, strengths
- > **EXPLORE** critical abilities, tradeoffs, family awareness
- > **RECOMMEND** a way forward

Communication Tools

Patient Preparation Document

Talking with your doctor about the future

At your next appointment, your doctor would like to talk with you about your illness, your goals and wishes, and planning for the future. This is an important part of the care we provide for all of our patients.

Our team likes to start talking about this when patients are doing okay. Your illness is serious but stable, so now is a good time to talk about what is ahead, and to do some planning for the future. Patients who think through what is important to them and what their wishes are often feel less anxious, more at peace, and more in control of their situation.

Before your next appointment

Please *prepare* for your visit by thinking about these things:

- What would you like to know about your illness and what is likely to be ahead?
- What kind of information would help you make decisions about your future?
- What is most important for you to have a good quality of life?
- What are you afraid of about your illness?
- What kinds of medical care do you not want?
- What do you think it would be like to share these thoughts with your family?
- If you haven't already identified a health care proxy, who would be able to fill that role?

Please *bring* to your visit:

- If you have a health care proxy form that is not on file at DFCI, please *bring a copy*.
- If you have a living will or advance directive, please *bring a copy*.

If you don't have these documents or have questions about them, talk to your doctor.

Why is this important?

Thinking about and sharing your wishes will give you more control over the care you get. It will also help prepare your loved ones to make decisions for you if you can't make them at some point in the future.

Talking about the future won't change your ongoing care

Talking about the future won't change the plans we have made so far about your treatment, unless, of course, you want to. We will keep providing the best possible care to control your disease.

You may find it helpful to bring other people to your next appointment

You can choose to bring the person who is your health care proxy or other family members to your next visit so they can be a part of the conversation. You can also bring your nurse practitioner, social worker, or chaplain if you like. Please let your doctor's office know if you would like to bring others to the appointment.

We understand that your wishes may change over time

This is the beginning of an ongoing conversation. We know that you may have other questions or concerns in the future. We will keep being here to support you and answer your questions so that you can make informed decisions.

If you have questions before your visit, please contact the study staff at 617-632-6055.

Family Communication Guide

Talking about your illness with loved ones and caregivers

This booklet can help you talk with your loved ones about your illness and the future. It is based on what you have already talked about with your clinician.

Talking about your illness with friends and family may not be easy, but it will help them understand what is important to you. It will also help them support you and your decisions and help them prepare for what is ahead.

Before you talk to your loved ones, think about when and where you want to talk. Choose a time and place when you feel relaxed. Be sure you have time to talk for a while. You can use the words in this guide, or use your own words — whatever is easier for you.

Serious Illness Care Program

Communication Tools

Clinician Training and Coaching

System-Changes

Clinician training and coaching



1.5 day train-the-trainer course offered in partnership with VitalTalk and the Center to Advance Palliative Care develops a cadre of your health systems' own **Communication Skills Champions** who deliver the

2.5-3 hour primary clinician trainings on serious illness communication on-site

Supportive coaching

Serious Illness Care Program

Communication Tools

Clinician Training

System-Changes

Systems changes support conversations becoming standard of care



Identify high-risk patients who would benefit most from serious illness conversations



Initiate timely conversations in the workflow using best practices in serious illness communication



Document conversations in a retrievable location in the EHR so that all clinicians can access patients' values and goals

Our partners



■ Innovation partner

● Collaborative site



2019-2020 Serious Illness Care Implementation Collaborative

Our full systems-change package that includes:



A 15-month implementation plan and timeline for your Serious Illness Care Program



Two in-person trainings for your implementation team; two in-person Train-the-trainer courses to develop a cadre of Communication Skills Champions



The launch of on-site small group trainings, led by your own Communication Skills Champions, for clinicians of diverse specialties and backgrounds



Access to Aria, an exclusive online 24-7 platform with evidence-based resources, tools, data exchange, reporting capabilities, and cross-system collaboration



Technical assistance and coaching support, including webinars, individual coaching, and learning groups

Implementation Roadmap



Implementation Collaborative Timeline

| | |
|--|--------------------------|
| Final deadline for applications | February 20, 2019 |
| Organizations selected | March 15, 2019 |
| Collaborative begins | June 1, 2019 |
| In-person training in Boston | Fall 2019 |
| In-person training in Boston | Spring 2020 |
| Distance coaching | June 2019 - August 2020 |
| Collaborative concludes | August 31, 2020 |

Application process

Rolling admission between now and February 20th:

- > Online application
- > Letter of support - executive leader
- > Letter of support - clinical leader

Email sicollaborative2019@ariadnelabs.org for more information on programming, pricing, and financial assistance

Every patient,
Every time,
Everywhere



Thank you!