Redefining the H
Beyond the walls and into the community
The 42nd Annual Rural Hospital Leadership Conference
Honoring Choices: Sparking essential end of life conversations in your community
Honoring Choices® PNW’s vision is that everyone will receive care that honors personal values and goals at the end of life.
My Dad’s Story
Who is Impacted?
Looking Inward

Do your loved ones know your wishes?

Are they written down?

Do you know the wishes of your loved ones?

Are they written down?
Honoring Patient Wishes?

- 70% Prefer to die at home
- 83% Say important to put wishes in writing
- 70% Of Americans die outside the home
- 23% Say they have put their wishes in writing

Sources:
1. Californians’ Attitudes Toward End-of-Life Issues, Lake Research Partners, 2011. Statewide survey of 1,669 adult Californians, including 393 respondents who have lost a loved one in the past 12 months.
Honoring Patient Wishes?

Preferences Around Prolonging Life

- 67% Dying a natural death if heartbeat or breathing stops
- 7% Medical providers doing everything to prolong life
- 25% Not sure

47% Of physicians knew when their patients preferred to avoid CPR
### Honoring Patient Wishes?

#### Rating factor “Extremely Important”

<table>
<thead>
<tr>
<th>Factor</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Making sure family not burdened financially by my care</td>
<td>67%</td>
</tr>
<tr>
<td>Being comfortable and without pain</td>
<td>66%</td>
</tr>
<tr>
<td>Being at peace spiritually</td>
<td>61%</td>
</tr>
<tr>
<td>Having loved ones around me</td>
<td>60%</td>
</tr>
<tr>
<td>Making sure family is not burdened by tough decisions</td>
<td>60%</td>
</tr>
<tr>
<td>Being able to pay for the care I need</td>
<td>58%</td>
</tr>
<tr>
<td>Making sure my wishes for medical care are followed</td>
<td>57%</td>
</tr>
<tr>
<td>Not feeling alone</td>
<td>55%</td>
</tr>
<tr>
<td>A care team who will respect my cultural beliefs</td>
<td>44%</td>
</tr>
<tr>
<td>Living as long as possible</td>
<td>36%</td>
</tr>
</tbody>
</table>

---

**Sources:**
Program Components

**Advance Care Planning**
Across the Healthcare Continuum

**Community Engagement**
Culture Change

**Professional Development**
Support, Educate, and Engage

**Advocacy**
Simplify the Process of Documenting Wishes

**Central Repository**
Ensure Availability of Documents
Advance Care Planning

Advance care planning (ACP) is a process which helps individuals think about, talk about, and write down their choices for future healthcare decisions.
Sustainable, Evidence Based Program

Faculty
Instructors
Facilitators

Respecting Choices®
ADVANCE CARE PLANNING

Honoring Choices®
PACIFIC NORTHWEST
AN INITIATIVE OF
Washington State Hospital Association
Washington State Medical Association

Beyond the walls and into the community
The 42nd Annual Rural Hospital Leadership Conference

Washington State Hospital Association
Association of Washington Public Hospital Districts
Key Elements in Sustaining an Effective ACP Program

- System Redesign
- Community Engagement
- Education & Certification
- Continuous Quality Improvement
Five Promises of an Advance Care Planning System

PROMISE #1
We will initiate the conversation

PROMISE #2
We will provide assistance with advance care planning

PROMISE #3
We will make sure plans are clear

PROMISE #4
We will maintain and retrieve plans

PROMISE #5
We will appropriately follow plans
Program Participants
Member Spotlight – Pullman Regional Hospital

• 1st Cohort of Honoring Choices PNW
• Focus on the community:
  • Pilot study to enhance ACP awareness
  • Community leaders participated in facilitator training
  • Skilled volunteer facilitators provided patience centered care services
  • Physician champion for wellness patients
• Focus on employees – health insurance points awarded for participation
• Dedicated hospital resources
Foundational Progress

“This session was invaluable for me. The facilitator took some very complex topics and helped me really understand them.”

<table>
<thead>
<tr>
<th>Measure</th>
<th>Goal</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversations include healthcare agent</td>
<td>50%</td>
<td>60%</td>
</tr>
<tr>
<td>Conversations that result in a completed advance directive</td>
<td>50%</td>
<td>39%</td>
</tr>
<tr>
<td>Conversation evaluation results</td>
<td>≥4/5</td>
<td>4.9</td>
</tr>
</tbody>
</table>

2,500+ Conversations Reported To-Date

49 teams from 27 organizations

220 certified facilitators having conversations with patients

34 certified instructors training and mentoring facilitators
Challenges

- Competing demands and limited resources
- Confusion
- Difficult conversation
- Mistrust

What are the challenges in your community?
Spark the Conversation in Your Community