

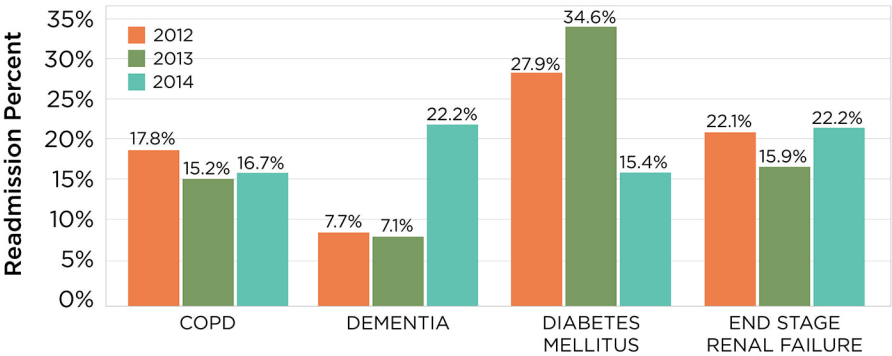
Background:

- Edward Hospital and Health Services
 - A 357 bed acute-care community hospital recognized as a Magnet® hospital in 2005, 2010, and 2014
 - Palliative Services at Edward Hospital established in 2012
 - The Palliative Care Department consists of:
 - Two Advanced Practice Nurses
 - One Social Worker
 - Part-time Physician
 - Palliative Services are provided in the inpatient and outpatient settings and include:
 - Goals of Care conversations and coordination
 - Symptom management
 - Community education
 - Hospital wide inter-professional Palliative Care Committee community members
- *Dying in America: Improving Quality and Honoring Individual Preferences Near the End of Life* (September 17, 2014, Institute of Medicine)

Problem:

- Public education and engagement
 - Engagement in advanced directives and goals of care conversations are lacking in the United States
- Consistent readmission rates at Edward for the past three years for several chronic life limiting illnesses (See Figure 1)
- Daily requests for palliative services
 - 716 Palliative Care consults ordered for Edward Hospital inpatients (2014)

FIGURE 1
Edward Hospital Readmission Rates for Chronic Life-Limiting Illnesses (2012-2014)



Goal:

- Increase community awareness of advanced care planning, facilitate goals of care conversations, and increase patient involvement in decision making related to their plan of care



Interventions:

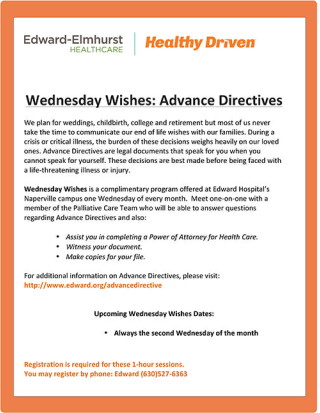
- Input from
 - Edward Patient/Family Advisory Committee
 - Twenty member inter-professional committee
 - Edward Hospital leadership
 - Community members
- “Recipe for Success”: Community Education
 - *Dying with Dignity: Advanced Directives to Make Your Wishes Known* Educational Programs
 - Held twice a year
 - Includes information about advanced directives from the perspective of a nurse, physician, pastor, ethicist, and lawyer
 - Healthcare Power of Attorney documents are provided to each participant
 - Announcement of the program via flyers:
 - Posted in local libraries and on the Edward Hospital website
 - Distributed to local parish nurses and Edward Medical Group and DuPage Medical Group physicians
- Post-Acute Provider Fairs
 - Held twice a year
 - Information about the Five Wishes and Advanced Directives included at a designated table
 - Table staffed by members of the Edward Palliative Care Team

Interventions, Continued:

- Networking with local religious organizations
 - Convened by Edward Hospital’s Chief Nursing Officer to discuss health care priorities within the faith communities
 - Advanced Directives was one of the first topics identified by the group
 - Meets on a quarterly basis to continue discussing healthcare priorities within the faith communities
- Individualized care planning meetings: “Wednesday’s Wishes”
 - Community members receive a free one hour session with a Palliative Care Advanced Practice Nurse
 - Community members are able to ask questions about advanced directives and are provided assistance completing their Power of Attorney for Healthcare documents
 - Advertised on the Edward Hospital website and via flyer
 - Registration occurs through the class registration department
- Advanced Directive video on the patient education television system
 - Video discussing advanced directives is available for viewing by all Edward Hospital inpatients
 - The video is located on all televisions in patient rooms

Outcomes:

- Program Outcomes
 - *Dying with Dignity: Advanced Directives to Make Your Wishes Known* Educational Programs
 - Eighty-one community members attended these free educational programs in 2014
 - Post-acute provider fair
 - Two hundred individuals attended the Post-Acute Provider Fairs in 2014
 - Networking with local religious organizations
 - Members of local religious organizations have attended Edward Hospital community programming
 - Informational sessions on Advanced Directives have been offered at several congregations
- Individualized care planning meetings
 - Nine community members have completed an advanced directive during a “Wednesday Wishes” session



Future Plans to Maintain and Expand Our “Recipe for Success”

- Continue to offer the *Dying with Dignity: Advanced Directives to Make Your Wishes Known* Educational Program and the “Wednesday Wishes” Program
- Continue networking with religious organizations
- Continue to participate in the Post-Acute Provider Fairs and network with local religious organizations and other community programs
- Continue to build the Edward Palliative Care Program including expansion into outpatient physician practices
- Monitor the readmission rates for chronic disease
- Monitor the percent of completed Advanced Directives for Edward Hospital patients
- Continue to seek out and implement additional innovative ideas to increase advanced directive knowledge

Conclusions:

- Healthcare organizations are in a unique position to offer community education on advanced directives and goals of care through various forms of inter-professional collaboration
- Public education and engagement in advanced directives and goals of care conversations allow an individual’s healthcare choices to be honored
- Without advanced directives and goals of care conversations, unnecessary and potentially unwanted healthcare will be provided

Acknowledgements:

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