



COALITION FOR
COMPASSIONATE CARE
OF CALIFORNIA

Advance Care Planning (ACP)

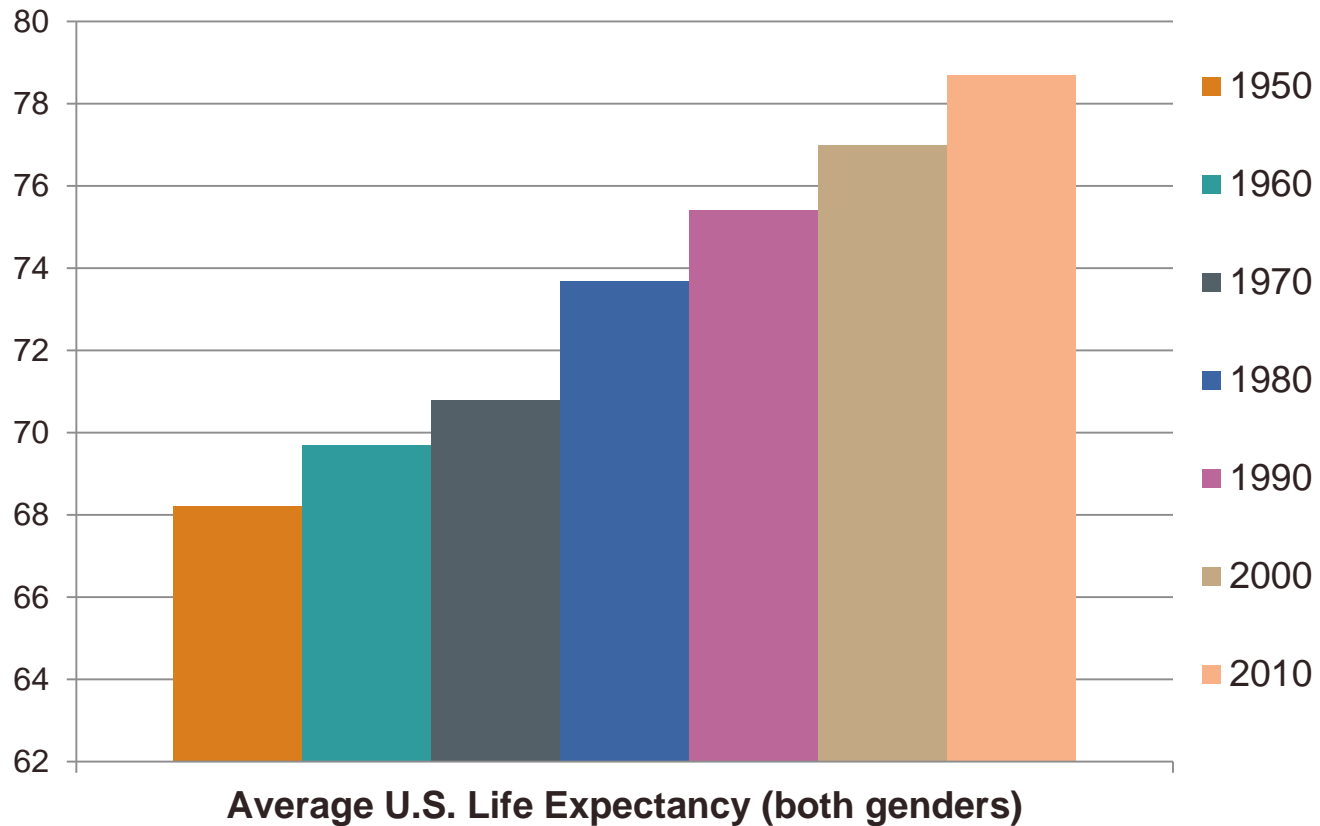
Kate O'Malley, RN, MS

Judy Thomas, JD

Overview

- The need for and benefits of advance care planning
- Resources for advance care planning

Life Expectancy



Centers for Disease Control, Atlanta, GA: National Centers for Health Statistics. Available from: <http://www.cdc.gov/nchs/>.



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Changes in leading causes of death

Top Three Causes of Death

1900	2010
Pneumonia & Influenza	Heart disease
Tuberculosis	Cancer
Diarrhea & Enteritis	Chronic Lower Respiratory Disease

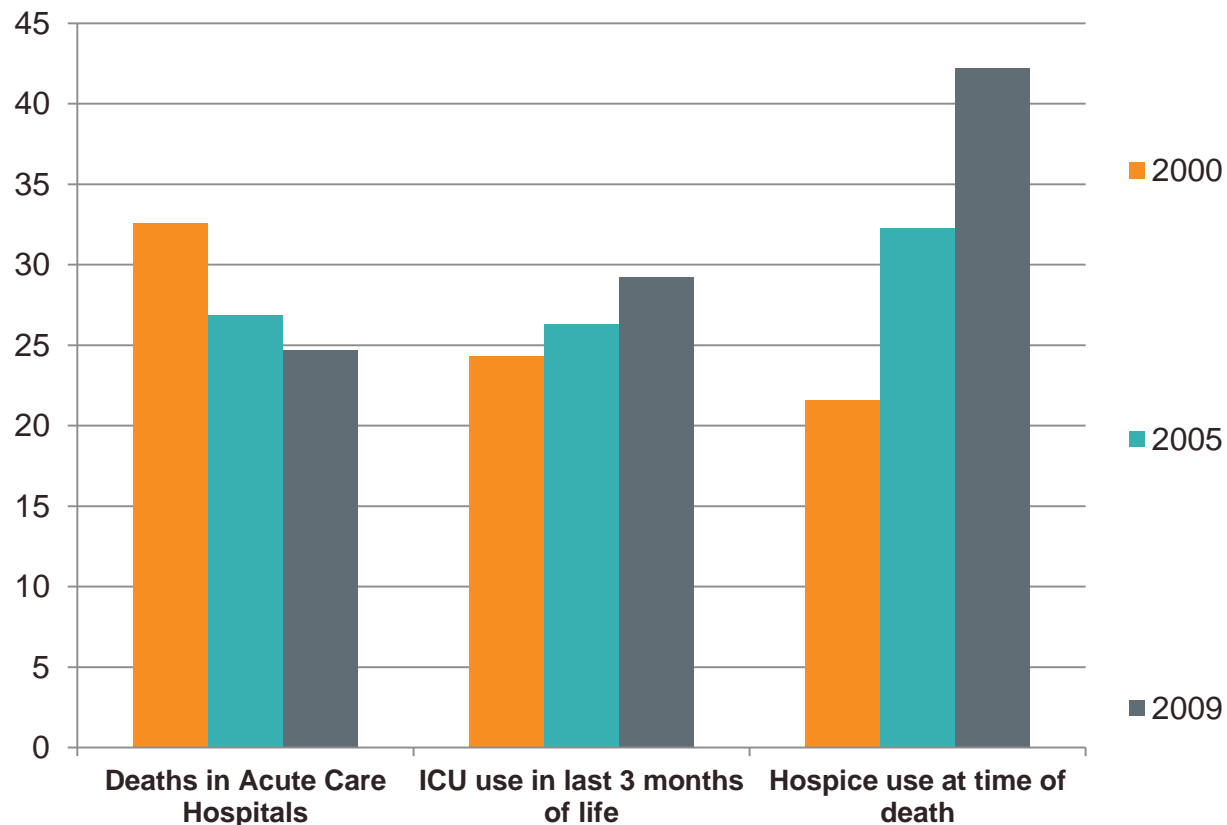


Centers for Disease Control. Hyattsville, MD: *Leading Causes of Death*; 2010.
Available from: <http://www.cdc.gov/nchs/fastats/leading-causes-of-death.htm>.



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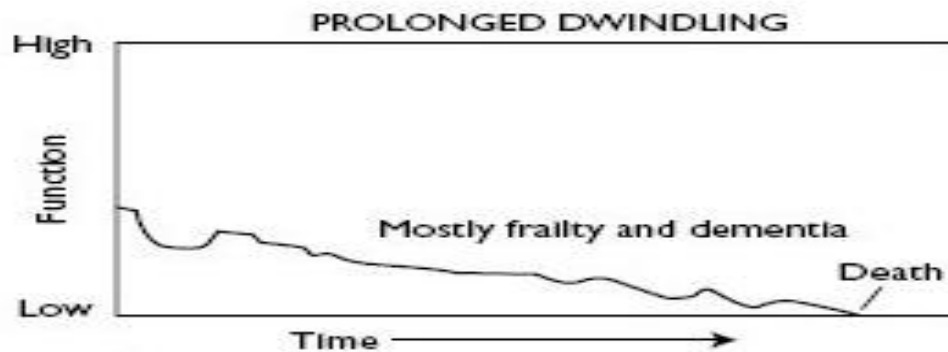
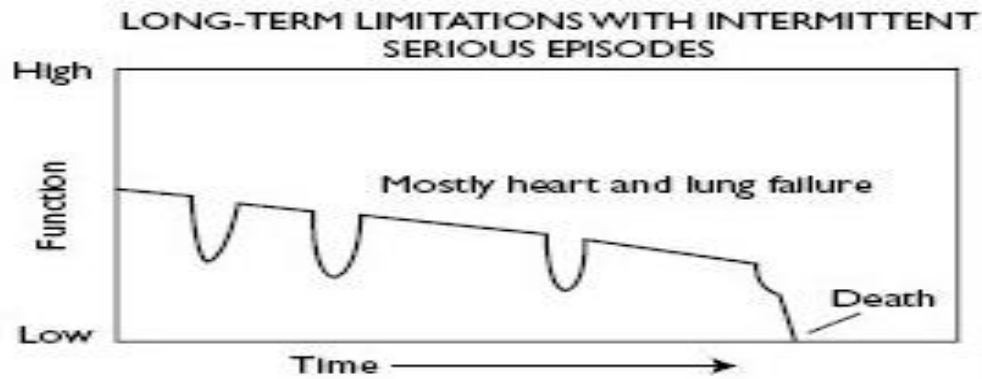
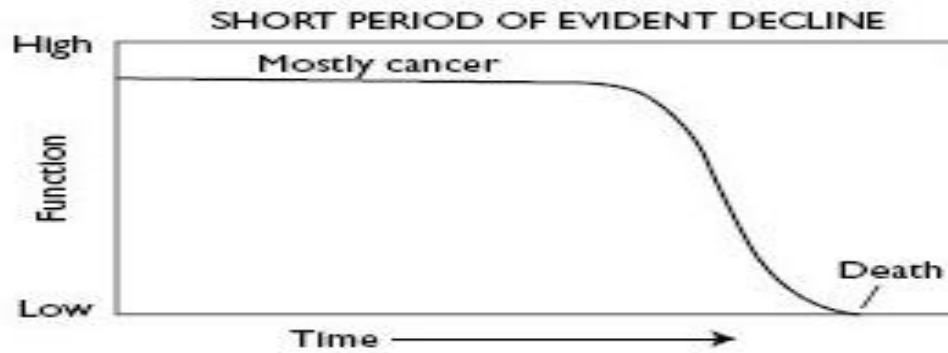
Deaths in Acute Care Settings are Down; Intensive Care at the End of Life is Increasing



*Change in End-of-Life Care for Medicare Beneficiaries:
Site of Death, Place of Care, and Health Care Transitions in 2000,
2005, and 2009*
Teno JM JAMA. 2013 February 6.



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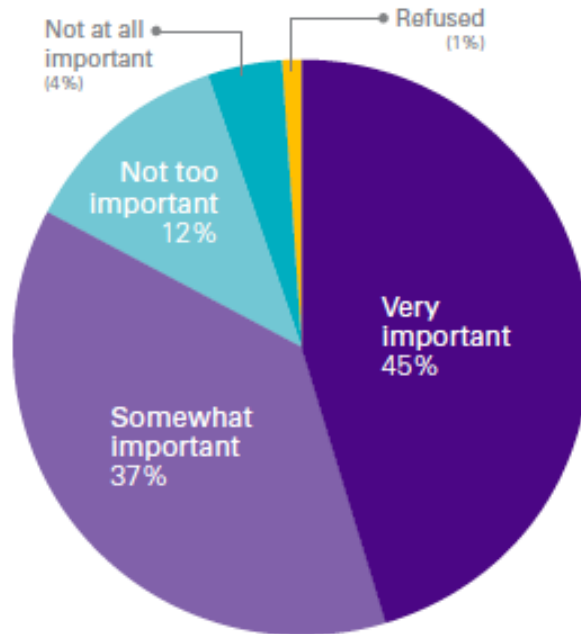
Why plan?

- 50% of people at the end of life won't be able to make their own medical decisions
- Healthcare professionals and family are left with uncertainty, stress

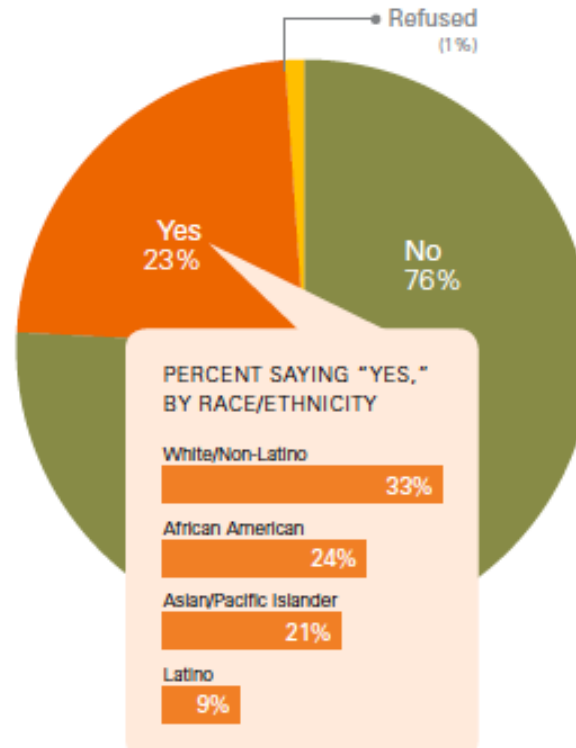


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Californians Think Planning for Serious Illness and End of Life is Important



Think recording wishes is important 82%

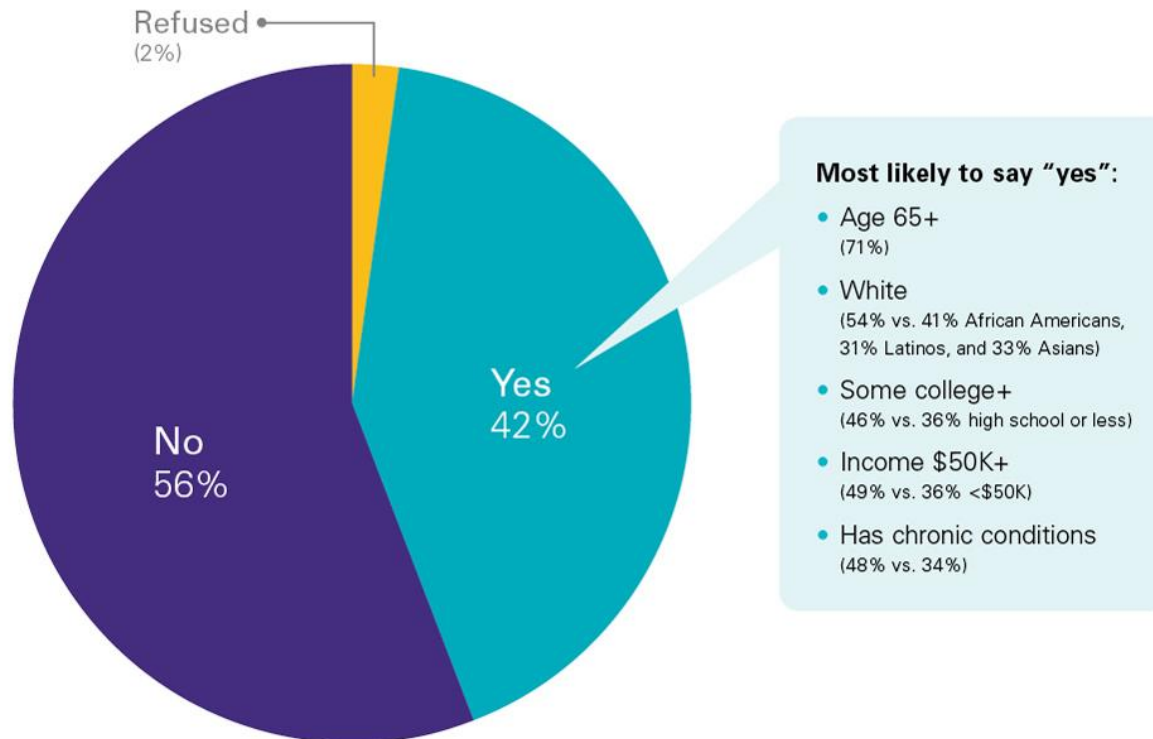


Wishes for care recorded in some form 23%



Most Patients Do Not Discuss End-of-Life Wishes with Family

Have you talked with (the loved one you would want to make decisions on your behalf) about the kind of medical treatment you would want?



Source: *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. Copyright 2012, California HealthCare Foundation.



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Advance Care Planning: a conversation about...

What is **important** to the individual:

Hopes, goals and concerns
about the future

The **realities** facing the individual:

Diagnoses, abilities, limitations,
resources

Completing documents and
arrangements



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What is an Advance HealthCare Directive?

- Tool to make health care wishes known if unable to communicate
- Allows a person to do either or both of the following:
 - **Appoint a surrogate decision maker (Durable Power of Attorney for Health Care)**
 - **Give instructions for future health care decisions (Living Will)**



What goes into an AHCD?

- Healthcare Agent
- Goals
- Values
- Treatment Preferences
- Leeway



Benefits of ACP Discussions: The Patient's Perspective

- Increases likelihood that wishes will be respected at end of life
- Achieves a sense of control
- Strengthens relationships
- Relieves burdens on loved ones
- Eases sharing of medical information (HIPPA)
- Provides opportunities to address life closure



ACP: What patients need to hear from healthcare professionals

Current state

Diagnoses

Threats to wellbeing and function

Expected trends and outcomes

Treatment options

Benefits

Burdens

Likely results

Alternatives



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Benefits of ACP Discussions: The health system perspective

- Individuals often choose care in the home and community, with lower overall costs
- Fewer hospitalizations
- Lower intensity of care
- Earlier hospice enrollment
- Better quality of life



What healthcare professionals need to hear from patients

Surrogate

Who is to speak for the patient if incapacitated

Treatment wishes

Such as resuscitation (CPR)

Values, Goals, Preferences

What makes life worth living

What needs to be completed before death

What is unacceptable to the patient

“I’d rather die in comfort than _____.”

Special religious or cultural preferences



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Advance Care Planning Documents

California Advance Health Care Directive

This form lets you have a say about how you want to be treated if you get very sick.



● This form has 3 parts. It lets you:



Part 1: Choose a health care agent.

A health care agent is a person who can make medical decisions for you if you are too sick to make them yourself.



Part 2: Make your own health care choices.

This form lets you choose the kind of health care you want.

This way, those who care for you will not have to guess what you want if you are too sick to tell them yourself.



Part 3: Sign the form.

It must be signed before it can be used.

You can fill out Part 1, Part 2, or both.

Fill out **only** the parts you want.

Always sign the form in Part 3.

Go to the next page 

1

Advance Health Care Directives

With the increasing ability of medical science to sustain our lives, people are living much longer than ever before. Unfortunately, as we grow older and experience poor health, we may find ourselves in a position where decisions need to be made as to how we wish to be treated in a variety of medical situations at the end of our lives. Further, sometimes we find ourselves in a condition where we can no longer express our preferences. Advance health care directives allow us to deal with these situations. Without such directives, your family may find it necessary to obtain court orders to deal with your medical situation.

State laws vary concerning the appropriate documents to cover these situations. All fifty states permit you to express your wishes as to medical treatment in terminal illness or injury situations, and to appoint someone to speak for you in the event you cannot speak for yourself. Depending on the state, these documents are known as "living wills," "health care proxies," or "advance health care directives." Some states have a standardized document for this process, while other states leave the language up to individual lawyers and their clients.

What if an illness or an accident leaves you in a coma? Would you want to have your life prolonged by any means necessary, or would you want to have some treatments withheld to allow a natural death? What if you are dying from a painful terminal illness? Would you want to receive medical procedures to prolong your life?

An advance directive allows you to give instructions to your health care providers and your family on these topics. You can give them instructions about the types of treatments you want or don't want to receive if you become incapacitated. Usually, directives will only go into effect in the event that you can't make and communicate your own health care decisions. Up until then, you can continue to give directions to your health care provider even though you have an advance directive.

Hospitals and other health care providers are required under the federal Patient Self-Determination Act to give patients information about their rights to make their own health care decisions. That includes the right to accept or refuse medical treatment. If you have executed a Living Will, Health Care Power of Attorney, or Advance Health Care Directive, your health care provider may ask you for a copy.

Types of Advance Directives

A living will is your written expression of how you want to be treated in certain medical conditions. Depending on state law, this document may permit you to express whether or not you wish to be given life-sustaining treatments in the event you are terminally ill or injured, to decide in advance whether you wish to be provided food and water via intravenous devices ("tube feeding"), and to give other medical directions that impact the end of life. "Life-sustaining treatment" means the use of available medical machinery and techniques, such as heart-lung machines, ventilators, and other medical equipment and techniques that will sustain and possibly extend your life, but which will not by themselves cure your condition. In addition to terminal illness or injury situations, most states permit you to express your

FIVE WISHESSM

MY WISH FOR:

The Person I Want to Make Care Decisions for Me When I Can't

The Kind of Medical Treatment I Want or Don't Want

How Comfortable I Want to Be

How I Want People to Treat Me

What I Want My Loved Ones to Know

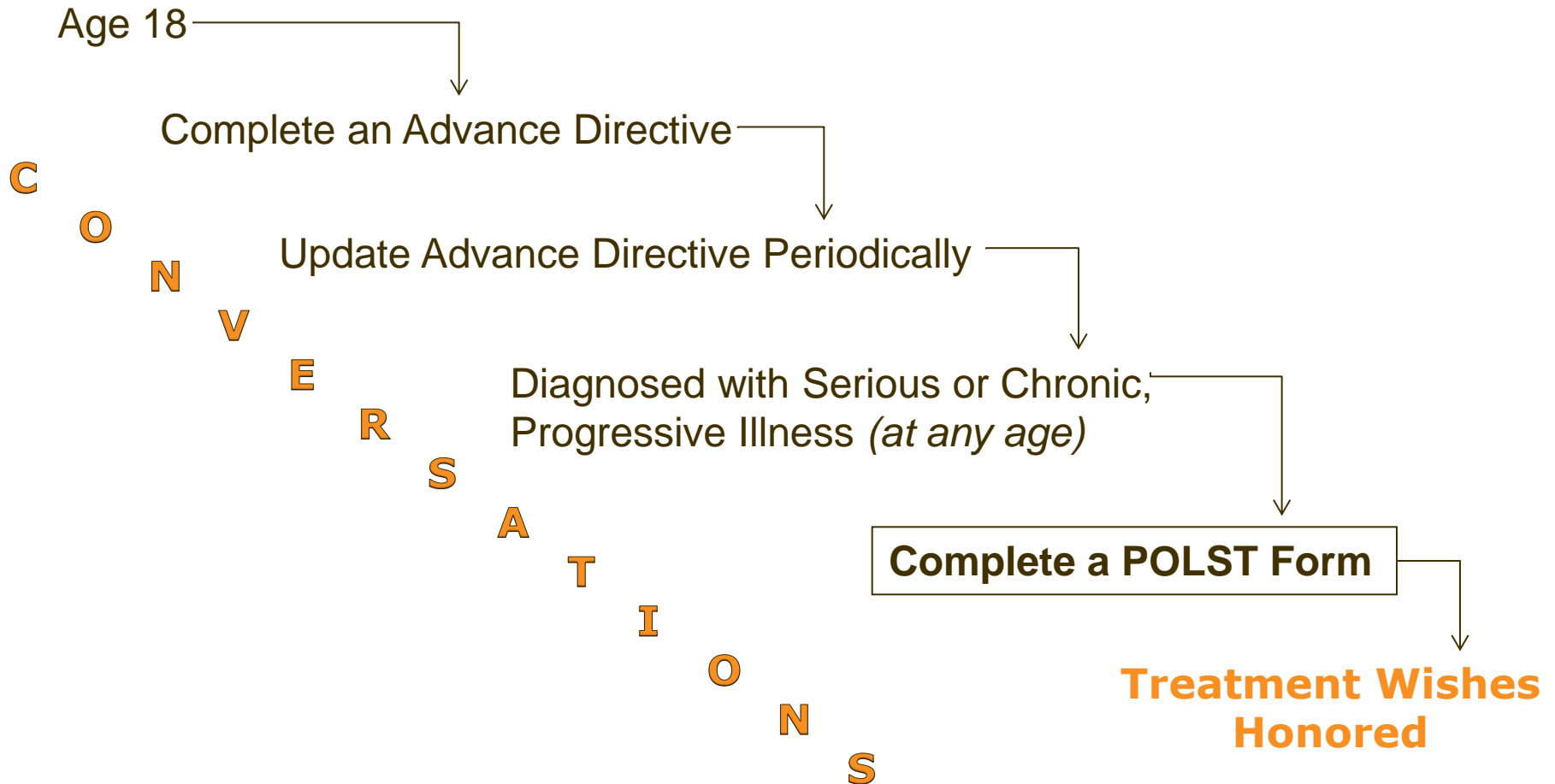
DATE OF BIRTH

SIGNATURE



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ACP across the continuum



POLST

Physician Orders for Life-Sustaining Treatment

- Physician's Medical Order
- Provides instructions regarding specific medical treatment
- Legally binding across healthcare sites in California
- Valid only if appropriately signed



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Indications for a POLST Form

- Serious illness
- Medically frail
- Chronic progressive condition

The image shows a sample of a Physician Orders for Life-Sustaining Treatment (POLST) form. The form is titled "Physician Orders for Life-Sustaining Treatment (POLST)" and includes a header with the text "POLST FORM IS DISCLOSED OF POLST TO OTHER HEALTHCARE PROVIDERS AS NECESSARY". The form is divided into four main sections: A, B, C, and D. Section A is titled "CARDIOPULMONARY RESUSCITATION (CPR)" and includes checkboxes for "Full Treatment", "Limited Treatment", and "No Treatment". Section B is titled "MEDICAL INTERVENTIONS" and includes checkboxes for "Full Treatment", "Limited Treatment", and "No Treatment". Section C is titled "ARTIFICIALLY ADMINISTERED NUTRITION" and includes checkboxes for "Full Treatment", "Limited Treatment", and "No Treatment". Section D is titled "INTUBATION AND SEDATION" and includes checkboxes for "Full Treatment", "Limited Treatment", and "No Treatment". The form also includes fields for patient information (Name, Date of Birth, Medical Record #, Address) and physician information (Name, License #, Signature, Date). The form is a standard document used in healthcare to document patient preferences for life-sustaining treatment.



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Advance Directive & POLST

AHCD	POLST
<ul style="list-style-type: none">• General instructions for FUTURE CARE• Requires interpretation	<ul style="list-style-type: none">• Specific orders for CURRENT CARE
<ul style="list-style-type: none">• Needs to be retrieved	<ul style="list-style-type: none">• Stays with the patient
<ul style="list-style-type: none">• Many different forms• Signed by patient, witnesses	<ul style="list-style-type: none">• Single, standardized form• Signed by patient (or HC Agent) and

What Is Our Goal?



**WISHES
EXPLORED**



**WISHES
EXPRESSED**



**WISHES
HONORED**



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What We Need to Get There



**COMPETENT
COMMUNITIES**



**COMPETENT
PROFESSIONALS**



**COMPETENT
SYSTEMS**



**PUBLIC POLICY
& COMMON VISION**



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Effective Communities



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Resources for Creating Effective Communities

Local Coalitions

POLST & Advance Care Planning

Training in advance care planning

Faith Leader Outreach

Social Media



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PALLIATIVE CARE WEBINAR SERIES

Soothing the Spirit

Providing Spiritual Care to Palliative Care Patients

Thursday, June 17, 2015
Noon to 1 p.m. PDT



FEATURING
Rev. Susan Cosio, MDiv, BCC
Sutter Medical Center

Webinar focuses on spiritual issues commonly faced by patients with serious illness

Chaplains trained in palliative care add tremendous value to the health care team and help address the spiritual needs patients face as they are dealing with a serious illness. [Learn more >](#)

FOR HEALTHCARE PROVIDERS

Resources for healthcare professionals on informed decision-making, palliative medicine and end-of-life care



FOR PATIENTS & LOVED ONES

Helping patients and loved ones discuss and document wishes for medical care



PROGRAMS



Advance Care Planning

Making decisions about the care you want if you become unable to speak for yourself

GET INVOLVED



Education



ADVANCE CARE PLANNING RESOURCES

[Jump to Resources »](#)

Talking About Advance Care Planning

While sudden changes in your life, such as you or a loved one being involved in an accident or becoming seriously ill, can be hard to prepare for emotionally, there are ways to ensure that you receive the type of compassionate care you want – when you need it most.

The Coalition for Compassionate Care of California (CCCC) encourages you to talk to your loved ones now about your wishes for medical care and treatment in the event that you are unable to speak for yourself. Planning ahead for future medical needs is the best way to ensure that your wishes will be respected.

Take Note: [Change in law may affect advance directives notarized after Jan. 1, 2015](#)

If you're not sure how to have these difficult conversations, don't know where to begin or what form to use, here are some resources that can assist you:



Resources

[Talking About Advance Care Planning](#)

[Group Discussion Guide](#)

[Advance Directive Forms](#)

[Healthcare Agents Or Surrogate Decision Makers](#)

[Resources For Healthcare Providers](#)



[CONSULTING](#)

[ADVANCE CARE PLANNING](#)

[PUBLIC POLICY](#)

[PALLIATIVE CARE](#)

[POLST](#)

[TRAINING & EVENTS](#)

[JOIN](#)

[BLOG](#)

[ONLINE STORE](#)

[LOCAL COALITIONS](#)

Public Engagement Initiative

- One year pilot project
- 9 Local coalitions
- Ranging from 10 to nearly 100 members



- ✓ Alameda/Contra Costa
- ✓ Orange
- ✓ Riverside
- ✓ Santa Cruz
- ✓ Sonoma

- ✓ Journey Project/Sonoma
- ✓ Monterey
- ✓ CACCC
- ✓ West Los Angeles



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Local coalition members represented:

- hospices
- hospital systems
- medical groups
- senior organizations
- county health agencies, and
- faith communities.



ACP Facilitator Trainings

- CCCC trained 21 coalition members as ACP facilitator trainers
- Coalition members in turn trained more than 400 community members as ACP champions and/or coaches



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ACP Community Outreach



- Local coalitions hosted more than 160 events
- Attended by more than 3,100 people



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Effective Professionals



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Resources for “The Conversation”



Resources for Creating Effective Professionals

Interactive training

- Skill development
- Communication



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Education for Professionals

Regular Offerings

POLST

Advance Care Planning

Diversity and Cultural Sensitivity

Monthly Webinars

Palliative Care, Public Policy, and More

Online Course

Working with POLST
for Professionals



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Bringing Training to You



Recent trainees:

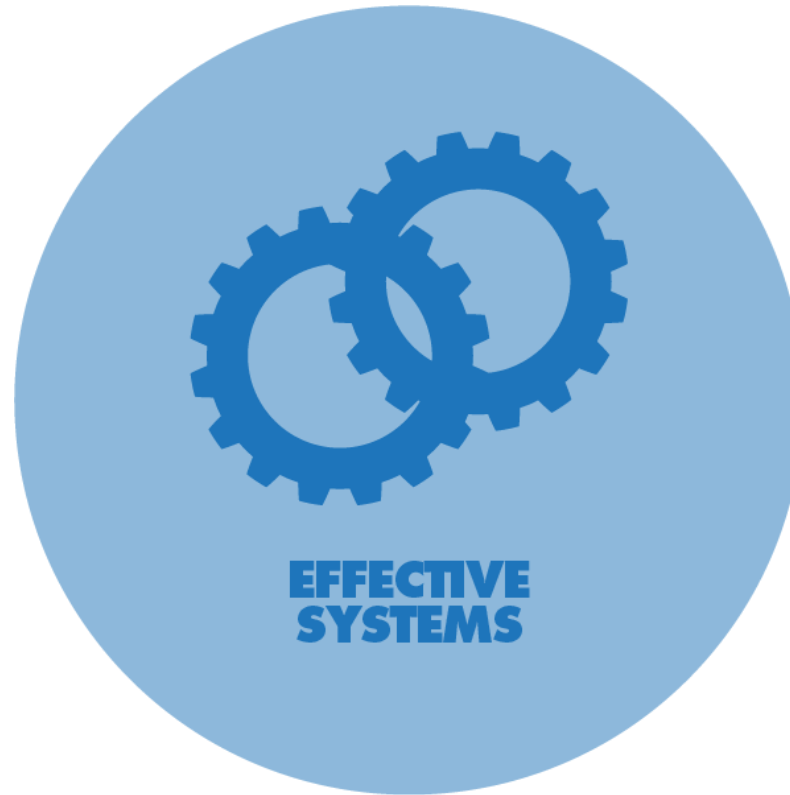


KAISER PERMANENTE®



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Effective Systems



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Resources for Creating Effective Systems

- POLST Form
- POLST Registry
- Resources
- Consultation Service



HIPAA PERMITS DISCLOSURE OF POLST TO OTHER HEALTHCARE PROVIDERS AS NECESSARY



EMSA #111 B
(Effective 10/1/2014)*

Physician Orders for Life-Sustaining Treatment (POLST)

First follow these orders, then contact physician. A copy of the signed POLST form is a legally valid physician order. Any section not completed implies full treatment for that section. POLST complements an Advance Directive and is not intended to replace that document.

Patient Last Name:	Date Form Prepared:
Patient First Name:	Patient Date of Birth:
Patient Middle Name:	Medical Record #: (optional)

A CARDIOPULMONARY RESUSCITATION (CPR): *If patient has no pulse and is not breathing. If patient is NOT in cardiopulmonary arrest, follow orders in Sections B and C.*

Check One

Attempt Resuscitation/CPR (Selecting CPR in Section A **requires** selecting Full Treatment in Section B)

Do Not Attempt Resuscitation/DNR (Allow Natural Death)

B MEDICAL INTERVENTIONS: *If patient is found with a pulse and/or is breathing.*

Check One

Full Treatment – primary goal of prolonging life by all medically effective means.
In addition to treatment described in Selective Treatment and Comfort-Focused Treatment, use intubation, advanced airway interventions, mechanical ventilation, and cardioversion as indicated.
 Trial Period of Full Treatment.

Selective Treatment – goal of treating medical conditions while avoiding burdensome measures.
In addition to treatment described in Comfort-Focused Treatment, use medical treatment, IV antibiotics, and IV fluids as indicated. Do not intubate. May use non-invasive positive airway pressure. Generally avoid intensive care.
 Request transfer to hospital only if comfort needs cannot be met in current location.

Comfort-Focused Treatment – primary goal of maximizing comfort.
Relieve pain and suffering with medication by any route as needed; use oxygen, suctioning, and manual treatment of airway obstruction. Do not use treatments listed in Full and Selective Treatment unless consistent with comfort goal. *Request transfer to hospital only if comfort needs cannot be met in current location.*

Additional Orders: _____

C ARTIFICIALLY ADMINISTERED NUTRITION: *Offer food by mouth if feasible and desired.*

Check One

Long-term artificial nutrition, including feeding tubes. Additional Orders: _____

Trial period of artificial nutrition, including feeding tubes. _____

No artificial means of nutrition, including feeding tubes. _____

D INFORMATION AND SIGNATURES:

Discussed with: Patient (Patient Has Capacity) Legally Recognized Decisionmaker

Advance Directive dated _____, available and reviewed → Healthcare Agent if named in Advance Directive:
Name: _____
Phone: _____

Advance Directive not available

No Advance Directive

Signature of Physician
My signature below indicates to the best of my knowledge that these orders are consistent with the patient's medical condition and preferences.

Print Physician Name:	Physician Phone Number:	Physician License Number:
Physician Signature: (required)		Date:

Signature of Patient or Legally Recognized Decisionmaker
I am aware that this form is voluntary. By signing this form, the legally recognized decisionmaker acknowledges that this request regarding resuscitative measures is consistent with the known desires of, and with the best interest of, the patient who is the subject of the form.

Print Name:	Relationship: (write self if patient)
Signature: (required)	Date:
Mailing Address (street/city/state/zip):	Phone Number: Office Use Only:

SEND FORM WITH PATIENT WHENEVER TRANSFERRED OR DISCHARGED

*Form versions with effective dates of 1/1/2009 or 4/1/2011 are also valid

POLST Cover Sheets



SNF POLST Cover Sheet

POLST = Physician Orders for Life-Sustaining Treatment Key Facts About POLST for Residents and Family Members

The POLST form is a written order from the physician that helps give older people or those with serious health conditions more control over their own care. It can help you get the care you want, and also to protect you from getting medical treatments you DO NOT want.

- **The POLST is voluntary.** Nursing homes may include the POLST in their admission documents, but you are not required to complete a POLST form if you do not wish to.
- **Don't complete the form until you've had an in-depth discussion.** Before filling out the POLST form, you should have an in-depth discussion with your physician or someone trained to discuss the POLST form. This conversation is very important and will address your overall health, your health care wishes and goals for your care. It is very helpful to include your family members in the conversation, even if they are not your designated decision-maker, so they understand your health condition and are aware of your treatment wishes.
- **The POLST form is not valid until it is signed by both you (or your designated decisionmaker) AND your physician.**
- **A POLST form does NOT replace an advance directive.** An advance directive is still the best way to appoint a legal healthcare decisionmaker, and is recommended for all adults, regardless of your age or current health. A POLST works together with your advance directive, providing more specific detail regarding care wishes and goals of care.
- **The original bright pink form travels with you** to different settings – home, assisted living, nursing facility or hospital. If you go home or to another care setting, the original pink form should go with you, and be kept in an easy to access place.
- **You only have to complete a new POLST if your treatment wishes change.** You do not need to fill out a new POLST if you move from one facility to another, or change doctors.
- **Because the POLST form is a physician order, emergency medical personnel are required to adhere to its instructions** regarding CPR and other emergency medical care. The POLST form is printed on bright pink paper so it will be easily recognizable by all health care personnel.
- **You can request different treatment or void the POLST form, at any time.** To change your POLST instructions, complete a new POLST form and have your doctor sign it. To void the form, draw a line through sections A through D, write "VOID" in large letters, then sign and date the line.

Please go to: <http://www.capolst.org/> or call (916) 489-2222 for more information.



RCFE POLST Cover Sheet

POLST = Physician Orders for Life-Sustaining Treatment Key Facts About POLST for Residents and Family Members

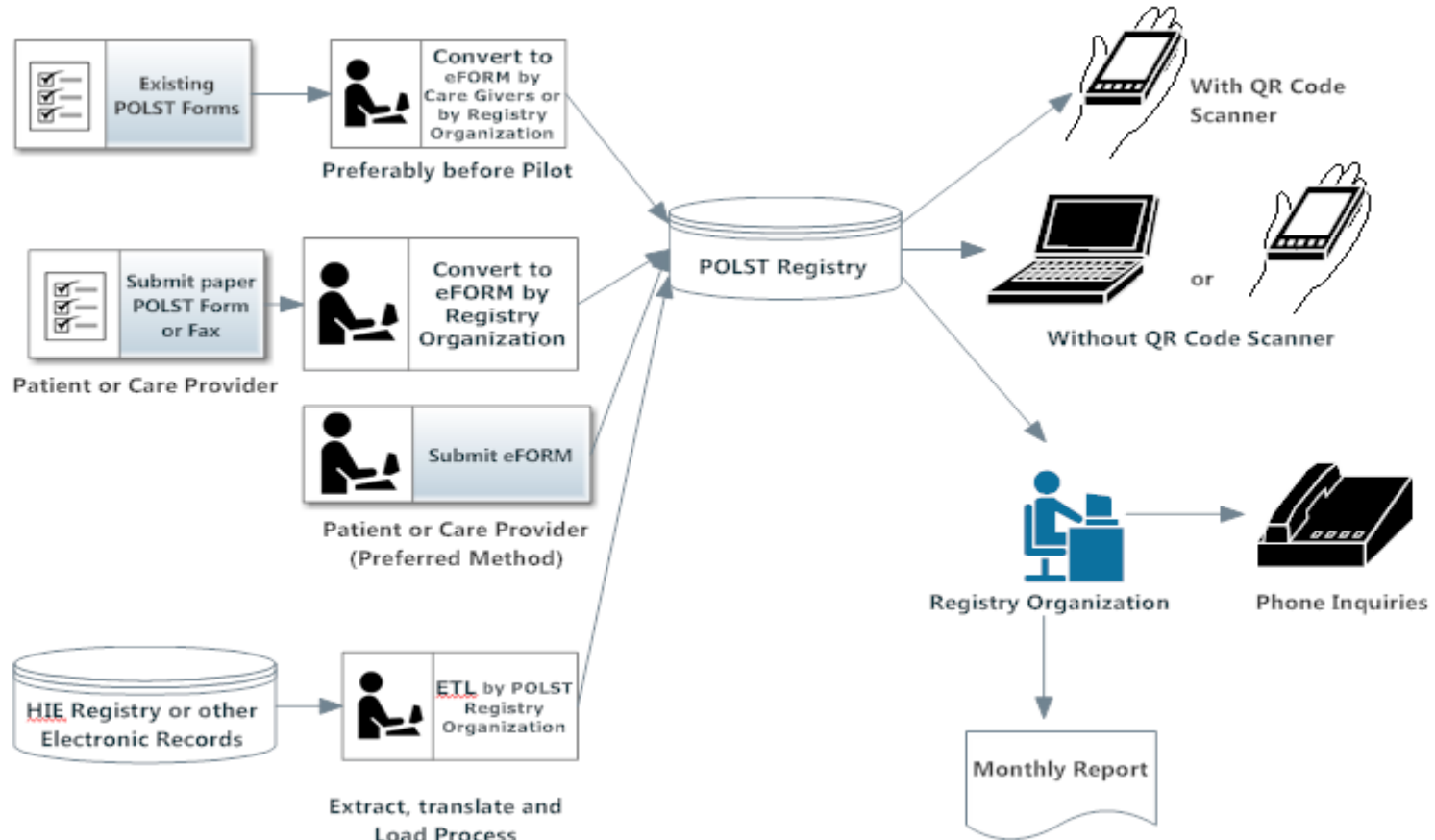
The POLST form is a written order from the physician that helps give people with serious health conditions more control over their own care. It can help you get the care you want, and also to protect you from getting medical treatments you DO NOT want.

- **The POLST is voluntary.** Residential care/assisted living facilities may include the POLST in their admission papers, but you are not required to complete a POLST if you do not wish to.
- **Don't complete the form until you've had an in-depth discussion.** A staff member at your facility may give you the POLST form, but you should not fill it out until you've had an in-depth discussion with your doctor or another trained medical professional who can clarify the form's medical terminology and options. This conversation is very important and will address your overall health, your health care wishes and goals for your care. It is very helpful to include your family members in the conversation, even if they are not your designated decision-maker, so they understand your health condition and are aware of your treatment wishes.
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POLST Registry



Ethnographic Research

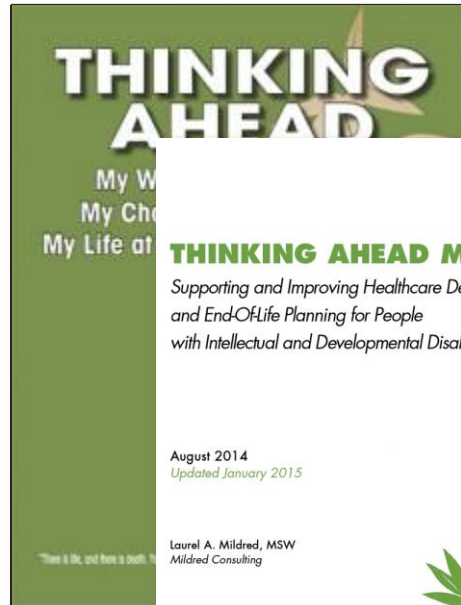
Gather Round:

Understanding How
Culture Frames End-of-
Life Choices for Patient
and Families



Diversity Training & Resources

- Shared decision-making
- Developmental disabilities
- Multilingual resources

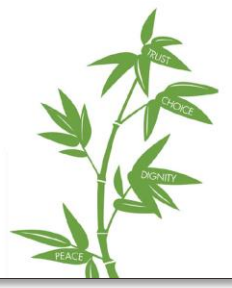


THINKING AHEAD MATTERS
Supporting and Improving Healthcare Decision-Making and End-Of-Life Planning for People with Intellectual and Developmental Disabilities

August 2014
 Updated January 2015

Laurel A. Mildred, MSW
 Mildred Consulting

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 Sacramento, CA 95833
 CoalitionCCC.org



什麼是人工補液?
What is Artificial Hydration?

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人工補液是一種專門為無法自己飲用足夠水份及鹽份的病人或吞嚥有困難的病人所提供的醫療方式。

人工補液可透過以下

¿Qué es la hidratación artificial?

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La hidratación artificial es un tratamiento médico que proporciona agua y sal a alguien que está demasiado enfermo para tomar suficiente por cuenta propia o que tiene problemas para tragar.

La hidratación artificial se administra por:

- una vía intravenosa en una vena o debajo de la piel, o
- un tubo colocado en la nariz que llega al estómago, o
- una cirugía para colocar un tubo en el estómago o intestinos a través de la piel.

¿Funciona la hidratación artificial?

Depende de qué tan enferma está la persona y si la persona está cerca del final de su vida. Algunas personas disfrutan años de vida gratificante con hidratación artificial.

Para las personas que **NO** están cerca del final de sus vidas, la hidratación artificial puede ser de ayuda.

Es normal que las personas cerca del final de sus vidas y en las últimas etapas de demencia (pérdida de la memoria) dejen de tomar líquidos.

- Al final de la vida, el cuerpo deja de poder usar el agua y la sal.
 - » Como resultado, la hidratación artificial puede causar:
 - acumulación de agua en las piernas
 - acumulación de agua en los pulmones

Para las personas cerca del final de sus vidas, la hidratación artificial no previene la boca seca.

- Las personas que están a punto de morir a menudo respiran por la boca.
- La mayoría de las personas que se están muriendo tendrá la boca seca.



COALITION FOR COMPASSIONATE CARE OF CALIFORNIA

Resources for Making the Case

VALUE SNAPSHOT | Advance Care Planning

Advance care planning promotes compliance with patients' wishes and improves satisfaction

Advance care planning (ACP) extends patient autonomy by allowing individuals, particularly those with progressive illness, to reflect on and articulate their preferences for medical care in advance of medical crises that might impede their ability to speak for themselves. Through the mechanisms of open communication and the explicit documentation of preferences, ACP can help patients and families have greater control over how and where they engage with the health care system. By promoting concordance between care delivered and patient preferences, ACP programs have positive effects on patient and family satisfaction and mental health. Several recent trials and well-designed cohort studies have validated these claims.

ACP is also valued by patients and their loved ones. Studies that studied the preferences of patients and their loved ones found that patients and their loved ones who had completed ACP reported higher satisfaction with care and family quality of life (p<0.001) than did those who had not completed ACP. ACP also helps patients and families have greater control over how and where they engage with the health care system. By promoting concordance between care delivered and patient preferences, ACP programs have positive effects on patient and family satisfaction and mental health. Several recent trials and well-designed cohort studies have validated these claims.

For example, Morone and colleagues found that in nursing homes that provided ACP education and discussions, residents were more likely to have their preferences documented (p<0.01) for CRF, artificial nutrition, intravenous antibiotics, and hospitalization, and were much more likely to have their wishes respected (p<0.001).

ACP Impact on Knowledge of and Compliance with Patient Wishes

1. Morone KL, Chavez C, Cava L, et al. The ethical soundness of transitioning to palliative care: a systematic literature review. *J Palliat Care*. 2015;31(2):103-114.

2. Smith TJ, Emanuel LL, Emanuel BI, et al. The impact of advance care planning on patient and family quality of life: a systematic review. *JAMA*. 2011;305(22):2525-2532.

3. Wright AA, Zhang B, Ray A, et al. Associations between end-of-life decisions and patient health, well-being, and death: a systematic review. *JAMA*. 2016;315(14):1665-1673.

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VALUE SNAPSHOT | Home-Based Palliative Care

Home-based palliative care increases satisfaction, reduces symptoms

Home-based palliative care (PC) fills a critical gap in the health care system, bringing expert, interdisciplinary care to individuals with advanced or chronic illness who would otherwise have obstacles in accessing services. HomePC supports patients and caregivers by addressing pain and other symptoms, providing psychosocial support, coordinating medications, clarifying information about disease and prognosis, and engaging in end-of-life planning and care decisions. With these supports and services patients can often stay in their homes, even in the setting of advancing disease. Common measures of the ways homePC benefits patients and families include assessments of symptom burden, evidence of advance care planning, frequency and duration of hospice enrollment, proportion of patients who are able to die at home, and patient, family and visiting provider satisfaction.

The Palo Alto Medical Foundation Palliative Care Service, which serves patients with advanced illness across multiple settings—including primary care offices and skilled nursing facilities—has documented program impact across multiple domains. The program reports that 90% of enrolled patients have documented goals of care, and 90% have been asked about advance care planning. Further, 71% of enrolled patients who die do so while receiving hospice care, with a median hospice length of service of 40 days—far longer than the national figure of 18.5 days reported by the National Hospice and Palliative Care Organization. Those contributions have been recognized by offering providers, 100% of whom report that they would use the service again.

Burly and colleagues also documented positive results in a randomized controlled trial of homePC vs. usual care delivered to patients with advanced illness? Compared to those who received usual care, patients who received homePC reported greater improvement of satisfaction with care at 30 days (p<0.006) and 90 days (p<0.001) postenrollment, with 92% reporting being "very satisfied" after 90 days compared to 81% of patients in usual care. Patients who received in-home palliative care were also more than twice as likely to die in an acute facility.

Patient Reported Satisfaction with Care Home PC vs. Usual Care?

1. Burly A, et al. Home-based palliative care for patients with advanced illness: a randomized controlled trial. *J Palliat Care*. 2014;30(4):251-258.

2. Burly A, et al. Home-based palliative care for patients with advanced illness: a randomized controlled trial. *J Palliat Care*. 2014;30(4):251-258.

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VALUE SNAPSHOT | Hospice Care

Timely hospice care reduces pain and discomfort and increases family satisfaction

Patients who receive hospice care typically only avail themselves of hospice services for six months or less, but based on the timing of when they initiated care, the "right time" and concerns over the quality of care more highly than do discrete hospice care. It's about time "too late" received no actual hospice care at all, but based on the timing of when they initiated care, the "right time" and concerns over the quality of care more highly than do discrete hospice care. It's about time "too late" received no actual hospice care at all, but based on the timing of when they initiated care, the "right time" and concerns over the quality of care more highly than do discrete hospice care.

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Quality of Care and Being in the Home

1. Burly A, et al. Home-based palliative care for patients with advanced illness: a randomized controlled trial. *J Palliat Care*. 2014;30(4):251-258.

2. Burly A, et al. Home-based palliative care for patients with advanced illness: a randomized controlled trial. *J Palliat Care*. 2014;30(4):251-258.

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VALUE SNAPSHOT | Palliative Care Clinics

Clinic-based palliative care decreases symptoms and improves patient satisfaction

In addition to improving physical and psychological symptoms, PC clinics can have a profound impact on patient satisfaction with care. In a controlled trial of inpatient PC integrated in primary care practices conducted by Ribawala et al., participants reported that the PC intervention led to improved satisfaction with family caregivers (85.7%), primary care providers (80%), and the medical center (65.7%). All participants reported feeling "heard by," "valued," "listened to," or receiving "compassionate" treatment from the PC team.

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Patient Report of PC Effect on Communication, Coordination and Satisfaction?

1. Ribawala M, et al. The impact of inpatient palliative care on patient satisfaction with care: a controlled trial. *J Palliat Care*. 2014;30(4):251-258.

2. Ribawala M, et al. The impact of inpatient palliative care on patient satisfaction with care: a controlled trial. *J Palliat Care*. 2014;30(4):251-258.

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