



## PCMH User Group Highlights 5-20-14

Thanks to all who attended in person or via dial-in.

Previously, an email was sent to all with processes and some ENR screen shots of the ACP processes developed by this meeting's speakers. Please let NPO if you need to have that email resent to you. There are communities where most members of the community have an Advance Care Plan and the culture is that is expected that one have such a plan. Wouldn't it be great if we could get to that culture here in Northern Michigan???

### **Advanced Care Planning: Physician viewpoint**

Dr. Abigail Wilson reviewed a process she conducted to help educate patients about the advanced care planning process. Dr. Wilson stressed the importance of having an ACP in place and addressing it early and often with patients. Dr. Wilson started the discussion with 18 yo and up, stressing that this is a normal part of preventive health, the planning of end of life so that it goes as a patient would like.

- The conversation should be a part of the preventive care appointment for all patients 18 years of age and older.
- A 5 Wishes form should be given during the appointment and documented in the patient's chart to be reviewed at the next appointment.
- The conversation should help educate the patient on the choices they have if they are in an emergency or life-altering situation.
- Document in the patient's HPI or make a referral to yourself to track.
- The completed form should be in the EHR, faxed to Munson and the original should be given to the patient.
- Review annually.

Munson Family Practice has a process in place that starts at check-in. The front office will check in the EMR if an ACP is in place. If it is not, the rooming staff will place a 5 Wishes form on the door to remind the physician to have the conversation.

### **Advanced Care Planning: Practice Implementation**

Lisa Nicolaou from West Front Primary Care gave a Power Point presentation on how they have implemented Advanced Care Planning in to the office. She discussed their development process of P.D.S.A (Plan, Do, Study, Act), the barriers they faced, the population they focused on, the training needed, the metrics and what they learned through the entire process. Lisa also created an Advanced Care Planning flow chart to show all the necessary steps to complete the process.

Attached to the email are the presentation slides. WFPC also shows an ACP video in their waiting room. The video simply explains why Advanced Care Planning is so important and it encourages people to speak up and get a plan in place. (Video at <http://www.youtube.com/watch?v=Bar0qZTUGdw>.)

### **Munson Hospice & Palliative Care: The Right Care at the Right Time**

Dr. Diane Parsons, Medical Director of Munson Hospice and Palliative Care, gave a presentation on Hospice and Palliative Care. She explained the differences and benefits to both. One of the main differences is that Palliative Care patients can continue with curative treatment whereas Hospice patients cannot do so. Palliative care helps enhance the patient's quality of life, allows a patient to have a longer life, and helps reduce the lengths of stay at a hospital.

Attached to the email are the slides from her presentation. Dr. Parsons is available to come to your practice to talk to physicians about Hospice and Palliative Care.

- A question was asked if Hospice and Palliative Care work with children and if there was resources for families dealing with the sudden loss of an infant or during pregnancy.
  - Children do qualify for both programs; they do have a new social worker with peds experience.
  - Munson OB has resources for the loss of an infant as well as Michael's Place.
- Are there materials available to help explain to the patient what Advanced Care Planning forms are available, how they are used and what they are used for?
  - Relevant links:
    - <http://www.agingwithdignity.org/michigan.php>
    - <http://www.agingwithdignity.org/michigan.php>
    - <http://www.munsonhealthcare.org/?id=1129&sid=1>

### **Next Meeting**

- **June Meeting: 6/25/14 Tuesday 11:30 – 1P**
  - **NPO Community Registry (metrics, how to use) – Ryan Peters**

***PLEASE NOTE: If you plan to attend the June meeting either in-person or telephonically, please either email [kelliott@npoinc.org](mailto:kelliott@npoinc.org) or call NPO at 231-421-8505 to RSVP. After we receive your RSVP, we send you an Outlook appointment. Please bring in parking garage tickets for validation.***

### **Future Meeting Date/Times & Agendas:**

- July – No meeting in July
- August Meeting : 8/27/14 Wednesday 11:30 – 1P
- September Meeting: 9/25/14 Thursday 11:30 – 1P
- October Meeting: 10/28 Tuesday 11:30 – 1P
- November Meeting: 11/20/14 Thursday 11:30 – 1P
- December – no meeting in December