

Innovative Approaches to Advanced Illness Care

Leanne M. Yanni, MD
Executive Medical Director of
Comprehensive Care
Bon Secours Mercy Health
Leanne_Yanni@bshsi.org

Serious Illness Journey, 2011-2018

- Strategic Quality Plan: Unparalleled Palliative Care
- Commit to enhance Palliative Care Specialty Services
 - Achieve JC Advanced Certification for Palliative Care
 - Honored by American Hospital Association's Circle of Life Award
- Implement required JC metrics for Advanced Certification for Palliative Care
- Partner with Anthem to develop Palliative Care QHIP Bonus Program
- Initiate Palliative Care screening for high risk congestive heart failure patients
 - Data demonstrates reduced readmissions in high risk CHF patients with palliative care consultation
- *Create Policy For Determining Medically Unnecessary Care Not Required*
- Participate in NCQA Serious Illness project
- Develop(ing) EHR process to identify high risk patients and satisfy unmet palliative care needs

Advance Care Planning Journey, 2012-2018

- Recognize Advance Care Planning (ACP) documentation issues
- Initiate ACP system wide Electronic Health Record change (EPIC)
- Participate in Richmond Academy of Medicine's Honoring Choices® Virginia
- Integrate ACP education into provider compliance training
- Educate providers on Medicare ACP Billing Codes
- Create ACP physician quality metric
- Implement Physician Orders for Scope of Treatment (POST) in Virginia
- Participate in CMS Congestive Heart Failure bundle with new Advance Care Planning metric

Initiate ACP system wide Electronic Health Record change (EPIC)

3 Key Components

- **DECISION MAKER**
 - Single discrete field for medical decision maker
- **DOCUMENTS**
 - Reorganization of Document Types with “ACP-”
- **CONVERSATIONS**
 - Creation of ACP Note

The screenshot displays the 'Adv Care Plan' interface in EPIC. At the top, there are tabs for 'ADV CARE PLANNING DOCUMENTATION', 'Health Care Agents', 'ACP Screen', 'Patient Capacity', and 'ACP Note'. The 'Health Care Agents' section contains a table with columns for 'Active?', 'Name', 'Relationship', and 'Health Care Agent Relationship'. A row shows 'button, mom' as the name, 'Mother' as the relationship, and 'First Alternate Health Care Agent' as the role, with an 'Attach Document' button. Below this is the 'ACP Screen' section, which includes a 'New Reading' button and a list item 'Adm. Dtbase 2 Advance Care Planning' with a date '07/24/18 1441'. The 'Primary Decision Maker (Healthcare Proxy)' section shows 'Patient's Healthcare Decision Maker is:'. The 'Advance Care Planning (ACP) Documents' section has a 'Confirm Advance Directive' field with the value 'Yes, not on file'. The 'Capacity to Make Own Care Decisions' section is currently read-only, with a message: 'This section is currently read-only. You do not have the security to edit this section. Full capacity There is no history of patient capacity status change.'

Participate in Richmond Academy of Medicine's Honoring Choices® Virginia

- Modeled after Respecting Choices®
- Partnership with regional health systems
- Focus: Primary Care
- Key: Health System ACP Coordinator

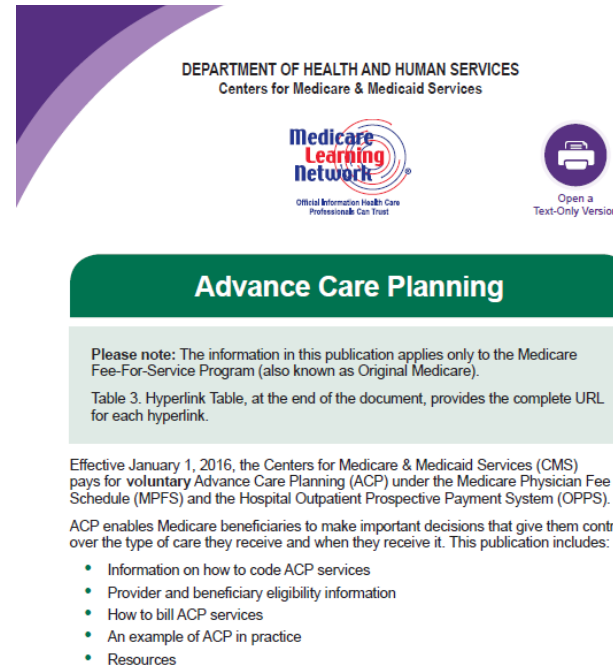
BSV Resource: ACP Facilitators

Refer Your Patients to our Specialty ACP Services:

- Honoring Choices® VA: Conversation Appointments for Advance Directives
- Virginia POST (Physician Orders for Scope of Treatment)
- Certified Facilitators: Nurses, SW, Chaplains, others have full ACP conversation with Patient/Authorized Decision Maker
 - Underutilized resource
 - To locate a facilitator near you, contact: Rebecca_gruzskos@bshsi.org

Educate Providers on Medicare ACP Billing Codes

- CMS releases ACP Billing Codes January 2016
- EHR “short cuts” created to meet requirements for ACP billing
- “Short cuts” integrated into Medicare Wellness visits



DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Medicare & Medicaid Services

Medicare Learning Network
Official Information Health Care Professionals Can Trust

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Advance Care Planning

Please note: The information in this publication applies only to the Medicare Fee-For-Service Program (also known as Original Medicare).

Table 3. Hyperlink Table, at the end of the document, provides the complete URL for each hyperlink.

Effective January 1, 2016, the Centers for Medicare & Medicaid Services (CMS) pays for voluntary Advance Care Planning (ACP) under the Medicare Physician Fee Schedule (MPFS) and the Hospital Outpatient Prospective Payment System (OPPS).

ACP enables Medicare beneficiaries to make important decisions that give them control over the type of care they receive and when they receive it. This publication includes:

- Information on how to code ACP services
- Provider and beneficiary eligibility information
- How to bill ACP services
- An example of ACP in practice
- Resources

Create ACP Physician Quality Metric

- Goal: Normalize ACP conversations
- NQF standard 0326:
 - Percentage of patients aged 65 years and older who have an advance care plan or surrogate decision maker documented in the medical record or documentation in the medical record that an advance care plan was discussed but the patient did not wish or was not able to name a surrogate decision maker or provide an advance care plan

Reminder: Create ACP Note

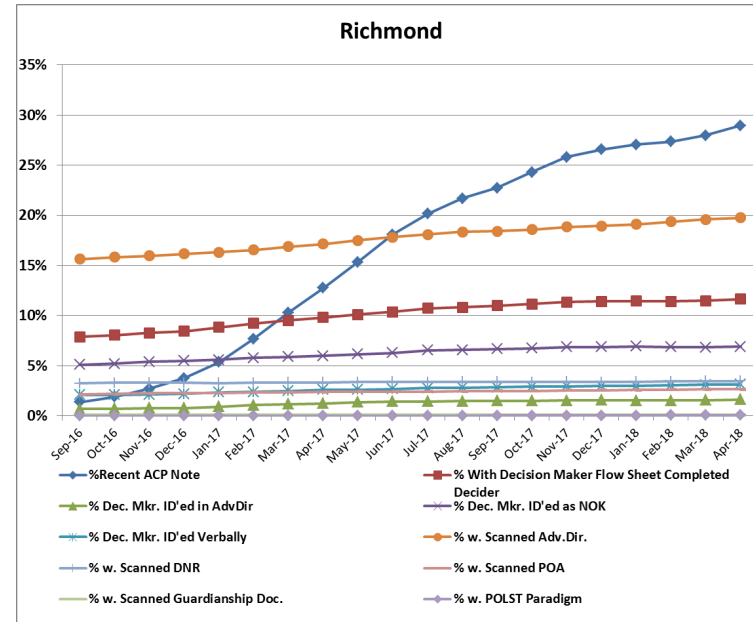
Conversation Basics to Include in Note:

- Who participated in the conversation?
(Patient? Authorized Decision Maker?)
- Conversation Topics
- Conversation Outcomes/Follow-up Plan
- Remember our System ACP Smartphrases:
 - .acpcomp or .acpsnap

Phase of assessing ACP Quality

- Chart review to assess outcomes
 - Decision maker
 - Documents (Advance Directive, POST, Durable DNR)
 - Conversation (responses of patient/decision-maker)

ACP Note Correlation with ACP Scanned Documents & Decision Maker Information



Bringing it all Together for Outcomes

Key

- Integrated ACP efforts are the building blocks for a serious illness tool to address unmet palliative care needs

The Surprise Question (pilot in specific diagnoses)

- Would you be surprised if this patient died in a year?

If NO: Address Unmet Palliative Care Needs

- Advanced Care Planning / Decision Maker & Documents
- Goals of care / Treatment Preferences
- Resuscitation Order
- Depression
- Pain
- Spiritual Care
- Caregiver Burden

Serious Illness Conversation Guide

CLINICIAN STEPS	CONVERSATION GUIDE
<input type="checkbox"/> Set up <ul style="list-style-type: none">• Thinking in advance• Is this okay?• Hope for best, prepare for worst• Benefits for patient/family• No decisions necessary today	Understanding What is your understanding now of where you are with your illness?
<input type="checkbox"/> Guide (right column)	Information preferences How much information about what is likely to be ahead with your illness would you like from me? <small>FOR EXAMPLE: Some patients like to know about time, others like to know what to expect, others like to know both.</small>
<input type="checkbox"/> Act <ul style="list-style-type: none">• Affirm commitment• Make recommendations about next steps• Acknowledge medical realities• Summarize key goals/priorities• Describe treatment options that reflect both• Document conversation• Provide patient with Family Communication Guide	Prognosis <i>Share prognosis as a range, tailored to information preferences</i>
	Goals If your health situation worsens, what are your most important goals?
	Fears / Worries What are your biggest fears and worries about the future with your health?
	Function What abilities are so critical to your life that you can't imagine living without them?
	Trade-offs If you become sicker, how much are you willing to go through for the possibility of gaining more time?
	Family How much does your family know about your priorities and wishes? <small>(Suggest bringing family and/or health care agent to next visit to discuss together)</small>