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Transforming the Culture of Healthcare Delivery: The Impact of an ACP Program in Large Institutions or Regions

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Background:

To achieve success with person-centered and family-oriented advance care planning requires that we motivate a significant proportion of the population to participate in planning. Such widespread engagement requires a systematic, standardized approach that is embedded in the routine of the health care delivery system.

Aim:

In this workshop, the presenters will address the components of a comprehensive planning system and the challenges of the implementation of such a system within large health system or regions.

Methods:

Two of the presenters, Dr. Hammes and Ms. Briggs, have been involved in such implementations in 5 countries. Dr. Johnson is a lead physician in the implementation of care planning in the Kaiser Permanente Health System, the largest private health system in the USA. Mr. Maycroft leads the implementation of care planning a cross the state of Wisconsin that currently involves 21 different, large health systems.

Discussion:

In this workshop the presenters will describe and explore:

- The components of a standardized, systematic ACP programs, to include ACP materials and practices
- The role of the ACP facilitator as a member of the larger care planning team, in providing a consistent and reliable ACP service
- The leadership strategies to manage large scale ACP program implementation
- The challenges in large scale implementation and related strategies
- The value and need of “community” engagement;
- The need of continuous quality improvement to assure that the best outcomes is achieved.

The workshop will explore these topics through the presenters’ personal experiences leading large scale ACP program implementation. Interactive activities will be designed to increase audience participation of questions and concerns.

Conclusion:

At the end of the workshop, each participant should have some clarity around the process and challenges of implementing an effective care planning program in both a large health organizations and regions.