

A FRAMEWORK FOR IMPROVING END-OF-LIFE CARE: FIVE CONVERSATION READY PRINCIPLES

#	PRINCIPLES	PROMISING CHANGE CONCEPTS	DATE COMPLETED
GETTING STARTED			
1.	COLLECT baseline data.	a. % of individuals with accessible health care directive or documented health care agent.	
2.	UNDERSTAND current process.	b. Conduct chart review of the last patient deaths in facility.	
3.	SET an aim.	c. “how good by when”	
4.	IDENTIFY a subpopulation	d. Consider age, e.g., 65 years or older, or health characteristic, e.g., end-stage disease.	
A Framework for Improving End-of-life Care			
5.	ENGAGE with patients and families to understand what matters most to them at the end of life.	a. Develop standardized advance care planning materials for conducting and documenting advance care planning conversations.	
		b. Train advance care planning facilitators	
		c. Community involvement.	
2.	STEWARD information about each patient’s end-of-life care wishes as reliably as we do allergy information.	a. Understand the current fields in your EHR to identify opportunities to capture and store end-of-life care information in the system.	
		b. Create the architecture for the EHR that accounts for entry, storage, and retrieval of end-of-care wishes. Consider how allergies are documented and retrieved.	
3.	RESPECT people’s wishes for care at the end-of-life by partnering to develop a patient-centered plan of care.	a. Create workflows to support entry and retrieval of end-of-life care information.	
		b. Identify patients needing end-of-life care.	
		c. Access and affirm known end-of-life care wishes.	
		d. Maintain an end-of-life care plan across organizational boundaries.	
4.	EXEMPLIFY the work in our own lives, so that we fully understand the benefits and challenges.	a. Prioritize and segment staff for engagement through their own advance care planning.	
		b. Provide the right tools at the right time.	
5.	Connect in a manner that is culturally and individually respectful of each other.	a. Recognize the effects of different cultural influences, and connect with communities and leaders to help smooth the path.	