

True North Metric: Advanced Care Planning

Quality & Safety	Performance			Benchmark & Trend	FY19 Goals
	FY18	Month	FY19TD		
Ambulatory Quality: Advanced Care Planning	28.92%	29.70%		PRIME goal: >90% performance already met UCSF goal: more meaningful standard adopted	36.03%

Advance Care Planning Metric Definition:

- Primary Care Patients age 65 and older with a scanned AD/POLST or ACP Note documented in APeX.

Metric Update: Advance Care Planning

What problem are we trying to solve?

- *Patients' wishes are not consistently followed because goals of care conversations are hard to find in APeX.*

What are current conditions?

- Wide variability in APeX documentation for goals of care
- Discrepancies in access to ACP documentation from outpatient to inpatient
- Variable levels of skill and comfort among providers and staff about having Goals of Care conversations

Metric Update: Advance Care Planning

Target Conditions/Goals:

- All primary care patients age 65 and older have meaningful and visible Advance Care Planning Documentation in APeX. FY19 Goal: increase from 28.92% to **36.03%**

1. Training: Providers

Goal: 50 Providers Trained via VitalTalk

- Two 8-hour Public Sessions: October 23rd (Palo Alto) & December 6th (Oakland)
- Participating providers to
 1. Serve as ACP SME at their clinics
 2. UCSF-tailored trainings (Jan/Feb)

2. Patient Campaign

Goal: Develop a patient facing ACP outreach campaign

Tactics:

- Develop patient facing materials in alignment with PCORI ACP initiative
- Automated phone call outreach to all patients 65+, with health care navigator support

3. EMR Documentation

Goal: Standard EMR documentation of ACP discussion for PROVIDERS

Tactics:

- Work with APeX/Technical leads to design and test new build
- Design communication and training plan
- Launch by 12/5/2018

4. Staff Training/Workflows

Goal: Develop ACP workflows/principles to support Providers, Train all clinic staff/clinic SME's

Tactics:

- Notary in each primary care clinic
- Standard work for AD/POLST scanning into APeX

Metric Update: Advance Care Planning

Other efforts:

- Alignment with Symptom Management, Palliative Care, and inpatient teams focused on Advance Care Planning documentation
- Leverage learnings and materials from UC PCORI (UCLA, UCSD, UCSF grant to improve advance care planning efforts for patients with serious illness)
- Pursue implementation of patient-entered Advance Directives through MyChart