

Assessment

Opportunity

To improve patient knowledge about advanced directives (AD).

Driving Forces

- Support from key stakeholders
- Need to improve AD education process
- Lack of patient and family knowledge about AD

Restraining Forces

- Lack of process and system knowledge

Planning

Short Term Goal

- Create a video presentation about AD

Long Term Goal

- Increase the percentage of AD completed

Strategies to Hardwire Change

- Quality and Performance Improvement (QPI) to present video presentation educating patients about AD to be utilized in physician offices

Evaluation Plan

- Seek feedback from key stakeholders
- Analyze for increase in percentage of completed AD

Implementation

Implementation Steps

- Contacted QPI
- Researched AD
- Collaborated with key stakeholders
- Created script for video
- Collaborated with Marketing Department to create video
- Sent video to key stakeholders to be implemented into clinical practice

Strategies for Handling Resistance

- Key stakeholder support
- Continued communication throughout change project

Summary

What We Learned

- Administrative support and collaboration is crucial
- Increased need for educating individuals about AD and their options
- Ethical dilemmas are decreased with use of AD
- Processes to create and implement a video

What We Would Do Differently

- Decide earlier about media source to use to implement change
- Survey population to determine if they have completed AD

Literature Review

- AD discussion can decrease hospitalization length of stay because patient wishes will be known on admission.¹
- Evidence suggests that when an AD is used properly, there is an improvement in the dying experience for the patients when their preferences of health care are expressed.²
- 86% of patients and their family members, and 50% of physicians were unaware of the Practitioner Orders for Life Sustaining Treatment (POLST) form.³
- 69% of patients reported their physician did not discuss AD with them.³
- AD used more with the elderly in the past. Today these documents are becoming more widely used.⁴

It's vital that people engage with THEIR preferences



Figure 1.

Evaluation

Evaluation of Change

- Survey key stakeholders post video implementation
- Analyze for increase in percentage of completed AD
- QPI manager to follow-up

Strategies to Stabilize

- Video presentation sent to QPI to be distributed to physicians

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Figure List

Figure 1. Death plans and the law. [Online Image]. Retrieved from <http://drcaromawer.com/tag/advance-directive/>