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QualityHealthNetwork.org
744 Horizon Court, Ste 210 • Grand Junction, CO 81506
970.248.0033

Thank you for joining the
QHN Hot Topics session.

Advance Care Planning (ACP) Documents in the QHN System

presentation will begin shortly

Please place your phone and computer microphone on mute during the presentation – thank you!

January 18, 2017

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Hot Topics Session

Advance Care Planning (ACP) Documents in the QHN System

January 18, 2017

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Presented by:

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Senior Clinical Account Manager

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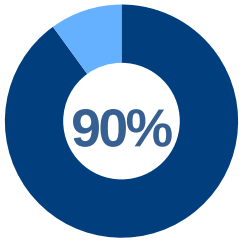
Clinical Account Manager

ACP Documents in QHN

Presentation Outline:

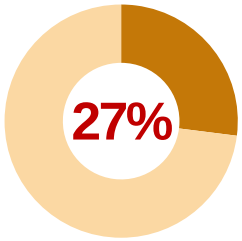
- ACP background – facts, what's changing
- A history of the Mesa County ACP initiative
- Process to upload and edit documents in QHN
- QHN changes to support quick access to ACP Documents
- A review of patient document types in QHN
- Wrap-up and questions

Consider the Facts

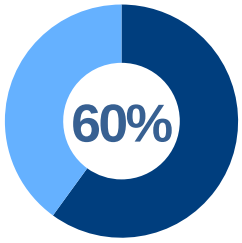


90% of people say that talking with their loved ones about planning for end-of-life care is important

But →

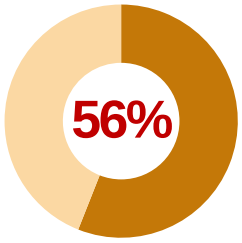


Only **27%** have actually done so, or competed advance care planning documents.

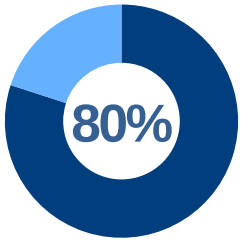


60% of people say that making sure their family is not burdened by difficult decisions is "extremely important"

But →

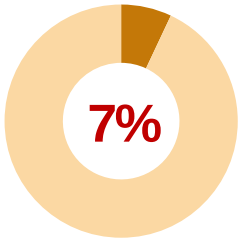


56% have not communicated their end-of-life wishes or completed advance care planning documents



80% of people say that if seriously ill, they would want to talk to their doctor about end-of-life care

But →



Only **7%** report having a conversation with their provider or competing advance care planning documents

Source: Survey by the Conversation Project 2013

But this is changing…

A shift in the population and perceptions about the importance of ACP…

- Number of Americans ages 65+ is **projected to more than double** by 2060.[1]
- The 65+ population will rise from the current **15% to 24%.**[1]
- **34%** of total healthcare expenditures are in the last year of life.[2]
- Avoiding hospital/ICU admissions, during last six months of life would save an estimated **36%** of the nation's healthcare expenditures.[3]
- For every **$1** spent on ACP there is a **$2** savings of healthcare cost.[4]
- Only **17%** of all ACP documents are signed and scanned into a EHR.[4]
- **January, 2016 CMS finalized Medicare payment rules and began reimbursing providers for two 30-minute ACP counseling visits.[5]**

Colorado Health Foundation ACP Initiative

- In May of 2016 the Colorado Health Foundation launched a $2.75M ACP initiative
- The three-year initiative designed to accelerate existing ACP efforts in Colorado and support innovative ACP demonstration projects
- Initiative goal: Increase individual and family health engagement through advance care planning

Mesa County ACP Workgroup

- HopeWest established a broad based community coalition to apply for a two-year CHF grant to increase individuals' confidence and competence in engaging in the healthcare system through:
  - Advancing the practice of physicians in palliative medicine concepts, setting care goals, "having the conversation", and **recording this information so it is widely accessible.**
  - Motivating individuals to engage in the conversations required to execute the documentation for making their wishes known through appropriate use of advance care planning documents.
  - Aligning first responders, ED providers and other provider protocols to support respecting an individuals' end of life wishes in all care settings.

Mesa County's ACP Initiative

Community Coalition Partners:

- HopeWest (Hospice, palliative care provider)
- Rocky Mountain Health Plans
- Quality Health Network
- The Mesa County IPA
- Mesa County EMS System
- Attorneys specializing in elder law
- The Mesa County Advanced Care Planning Task Force
- LTPAC providers
- ED providers from all hospitals
- CMOs from all hospitals
- FQHC: Marillac Clinic
- Mesa County Health Care Leadership Consortium

Infrastructure & Systems Commitments:

Initiative Partners will:

- Review and have consensus on ACP forms for specific institutions like hospitals/nursing homes. Outcome:
  - Genesis of new community-wide ACP form: Emergency Response Wishes
  - For LTPAC setting use of MOST (Medical Orders for Scope of Treatment) form
- Draft community-wide guide to ACP and draft sample physician office policies/procedures.
- **Achieve a standard that all ACP Documents will become part of the QHN HIE data base.**
- Launch a community-wide "butterfly folder" initiative that will provide a common place for critical medical and ACP documents to reside in the household of seriously ill individuals.

Mesa County ACP Workgroup: Community-wide ACP form

Emergency Response Wishes

Name:_____ Date of Birth_____

- ☐ I want all attempts of resuscitation to be considered in an emergency situation. (Initials: _____)
- ☐ I want CPR if my heart stops. (Initials: _____)
- ☐ I want intubation for breathing assistance. (Initials: _____)

I generally wish to decline any medical treatment that does not provide reasonable benefit to my current condition and wish to allow a natural death (A-N-D).

- ☐ I do not want CPR if my heart stops. (Initials: _____) DNR
- ☐ I do not want to be intubated for breathing assistance. (Initials: _____) DNI

The person I appoint to decide my health care treatment if I become unable to make my own decisions (Medical Durable Power of Attorney or MDPOA) is:

Name: _____ Phone# _____

If that person is unreachable, I appoint:

Name: _____ Phone# _____

Your Signature: _____ **Date:** _____

Power of Attorney if appointed: _____ Date: _____

Witness #1 (optional): _____ Date: _____

Witness #2 (optional): _____ Date: _____

(The witnesses should not be a health care provider OR health care employee or a family member or expected beneficiary)

Recommendations:

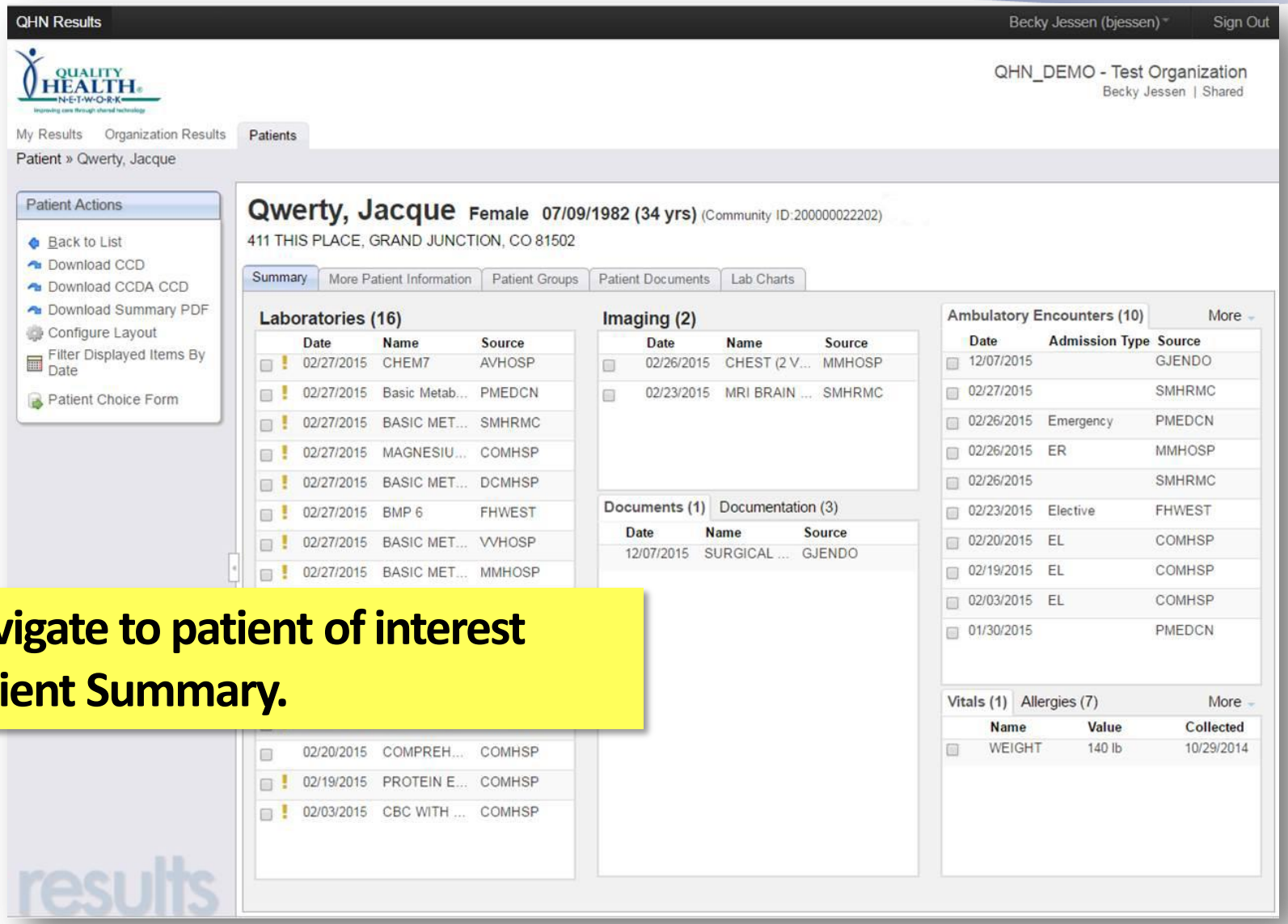
- Discuss these wishes with your close family members and those persons you will ask to make medical decisions if you are unable to do so.
- Take to your primary physician to sign and upload into Quality Health Network (QHN), the regional health information exchange. Providers note: Instructions for uploading this form are available under the Resources tab, QHN System Tip Sheets, at: www.qualityhealthnetwork.org.
- Keep this in a "butterfly folder" on your refrigerator. This folder is used to notify emergency personnel of your wishes, and may be taken with you if you are admitted to the hospital.
- Complete a Medical Durable Power of Attorney (MDPOA) wallet card with this information. Cards are available at www.hopewestco.org or at your doctor's office.

Provider Signature (optional) _____ Date:_____

NOTE: If patient is in Nursing Home, Assisted Living or Hospital the M.O.S.T. form should be completed.

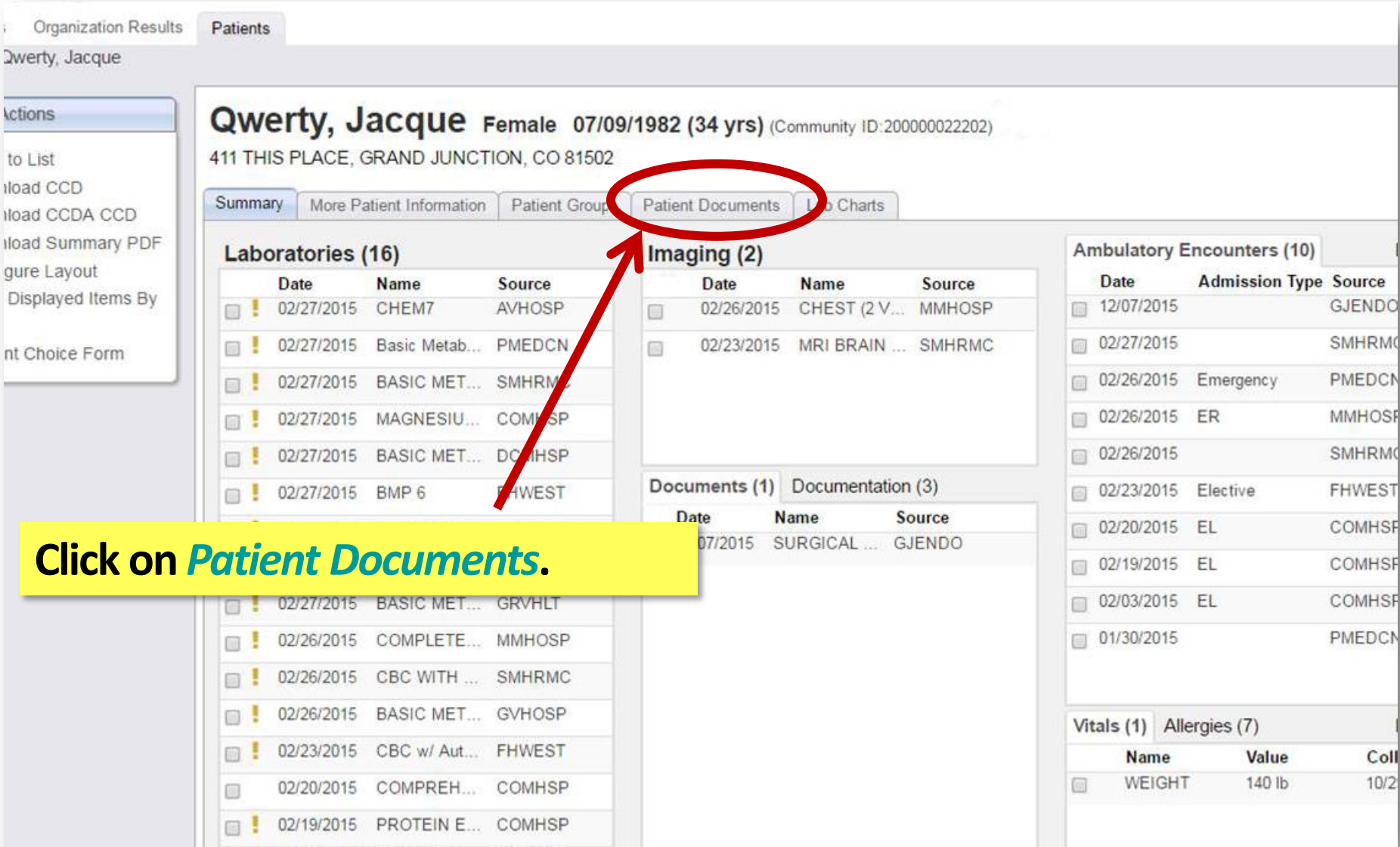
This form was designed and approved by the Mesa County ACP Project Team 11/2016. Contact HopeWest at 970-257-2360 for more information.

Uploading Documents to QHN



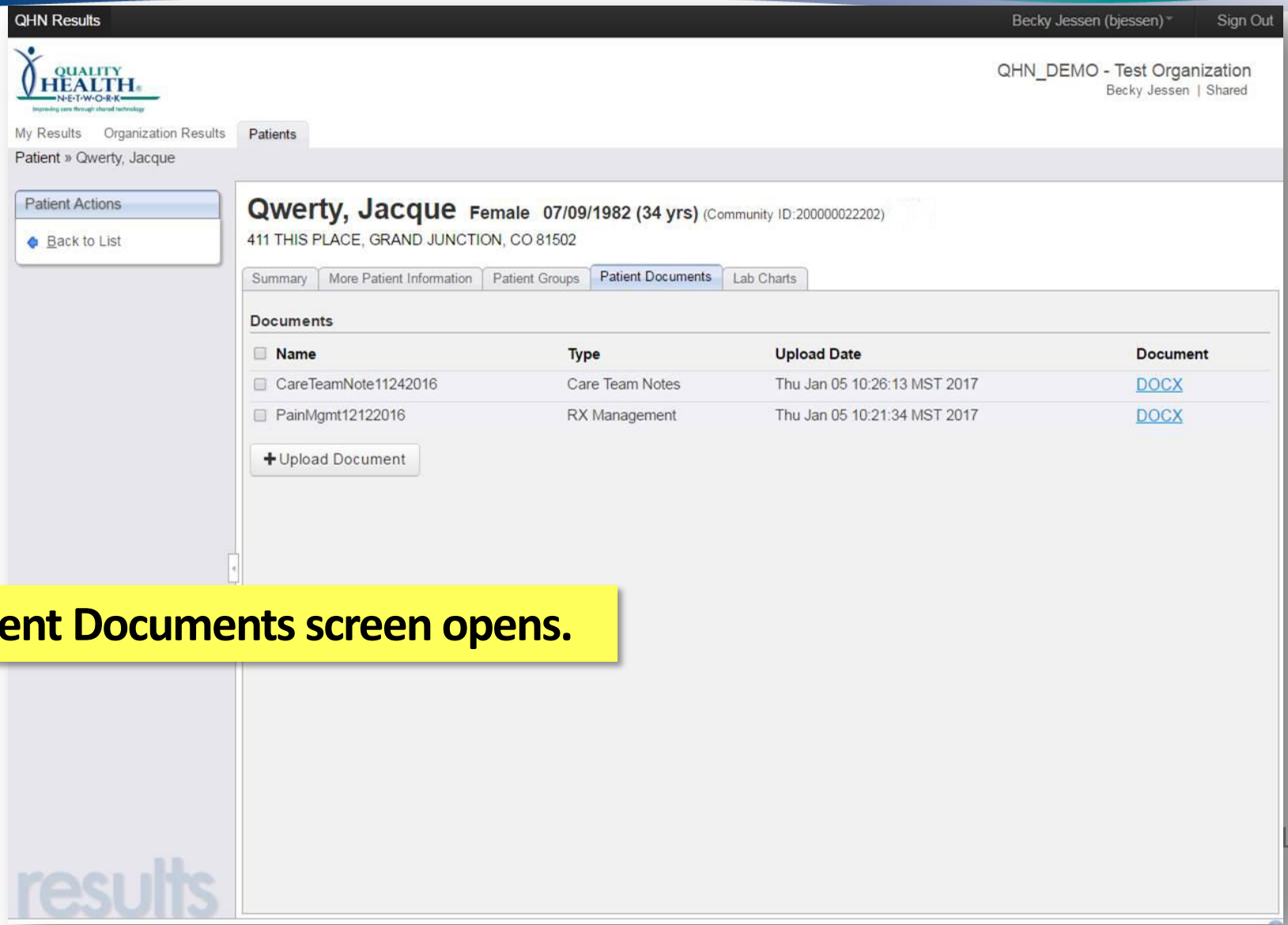
Navigate to patient of interest Patient Summary.

Uploading Documents to QHN



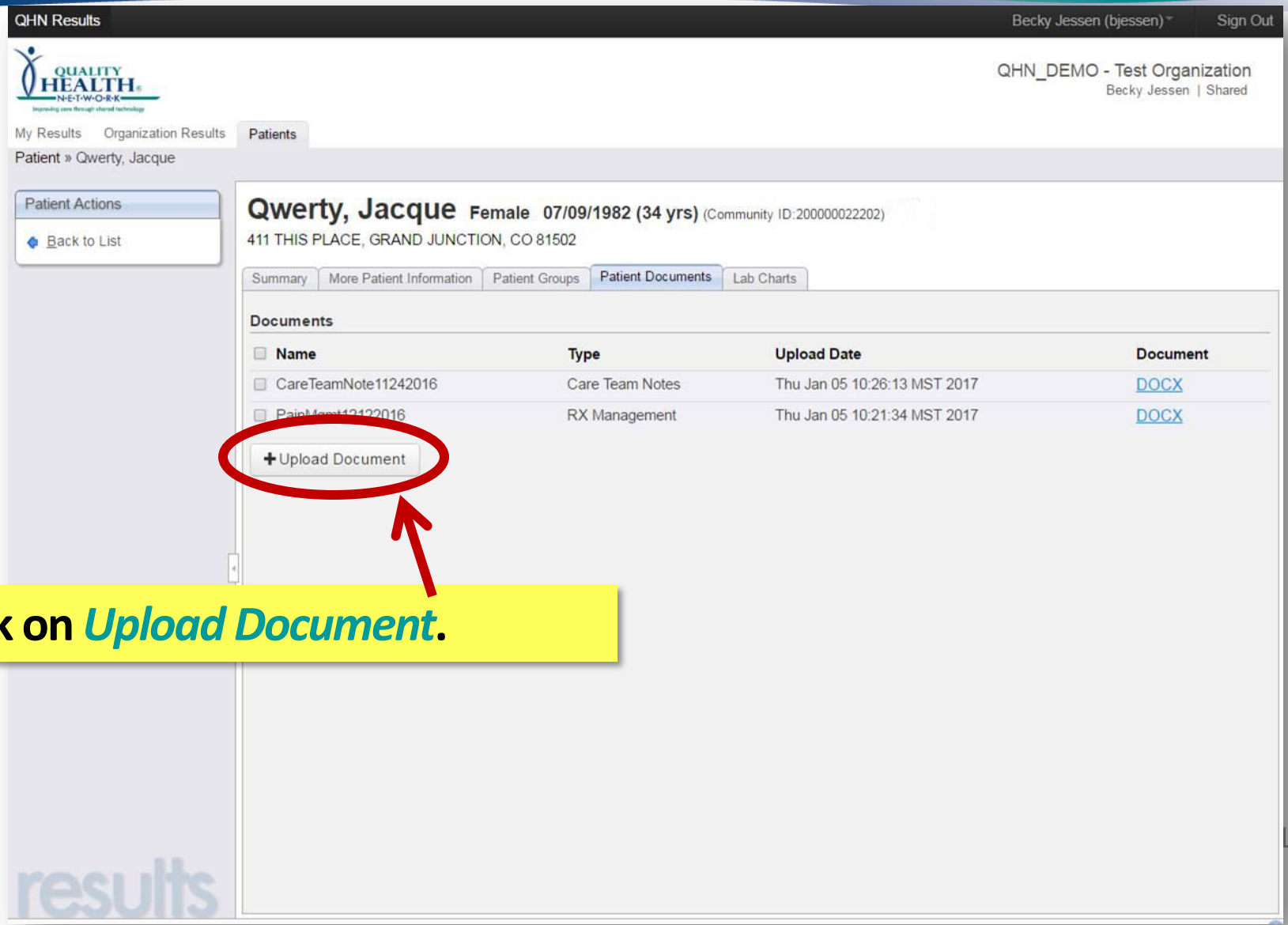
Click on *Patient Documents*.

Uploading Documents to QHN



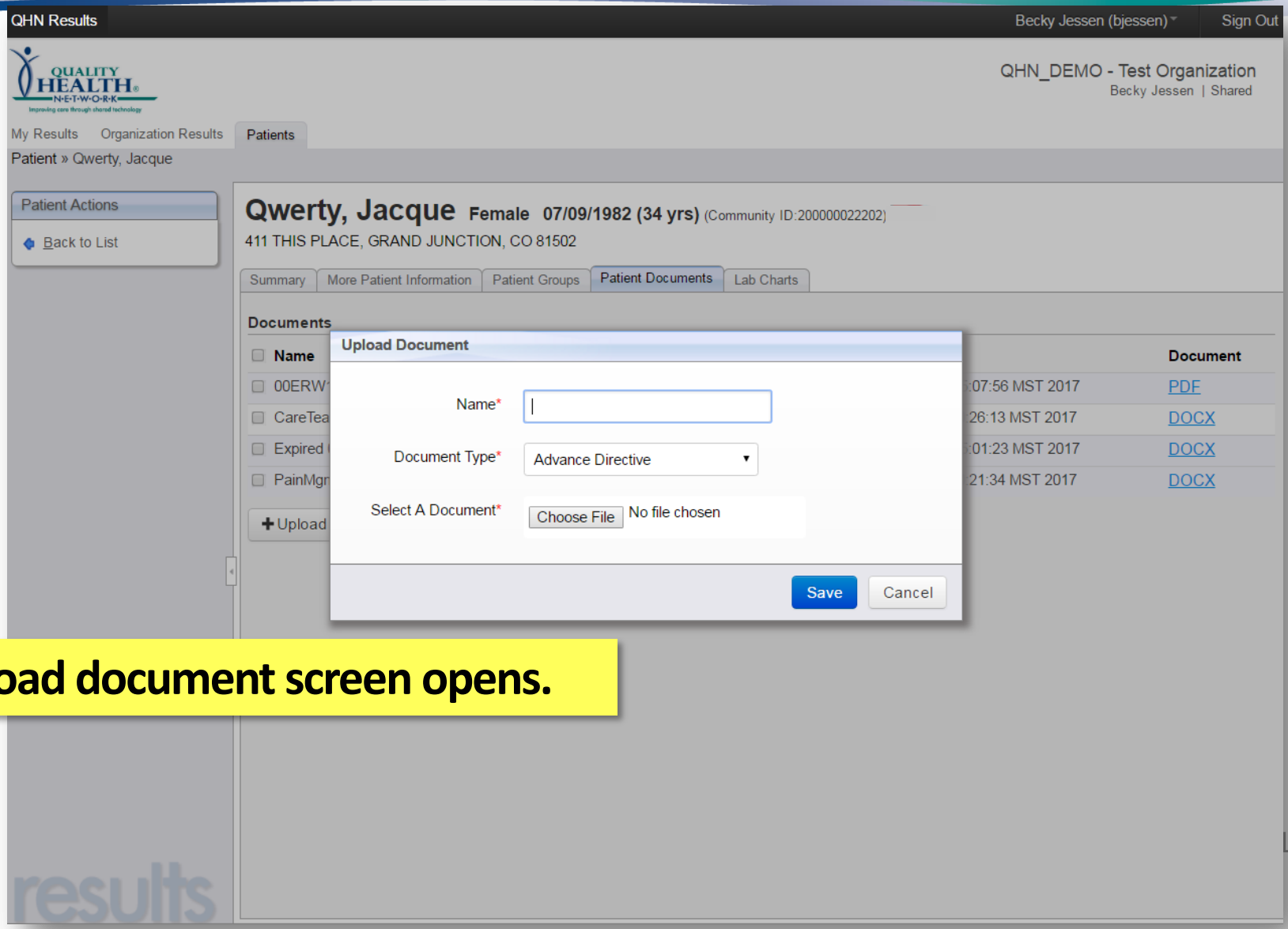
Patient Documents screen opens.

Uploading Documents to QHN



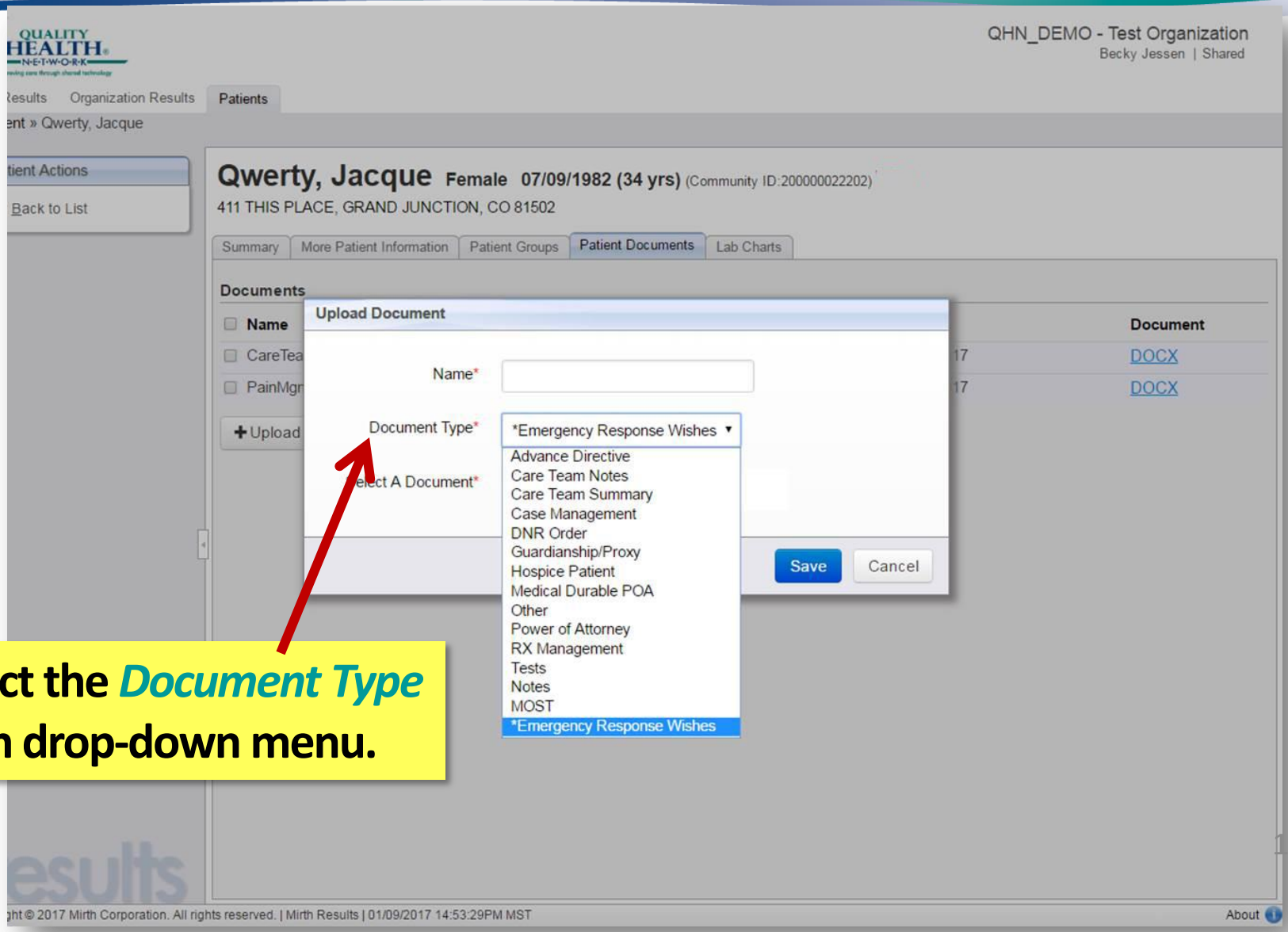
Click on *Upload Document*.

Uploading Documents to QHN



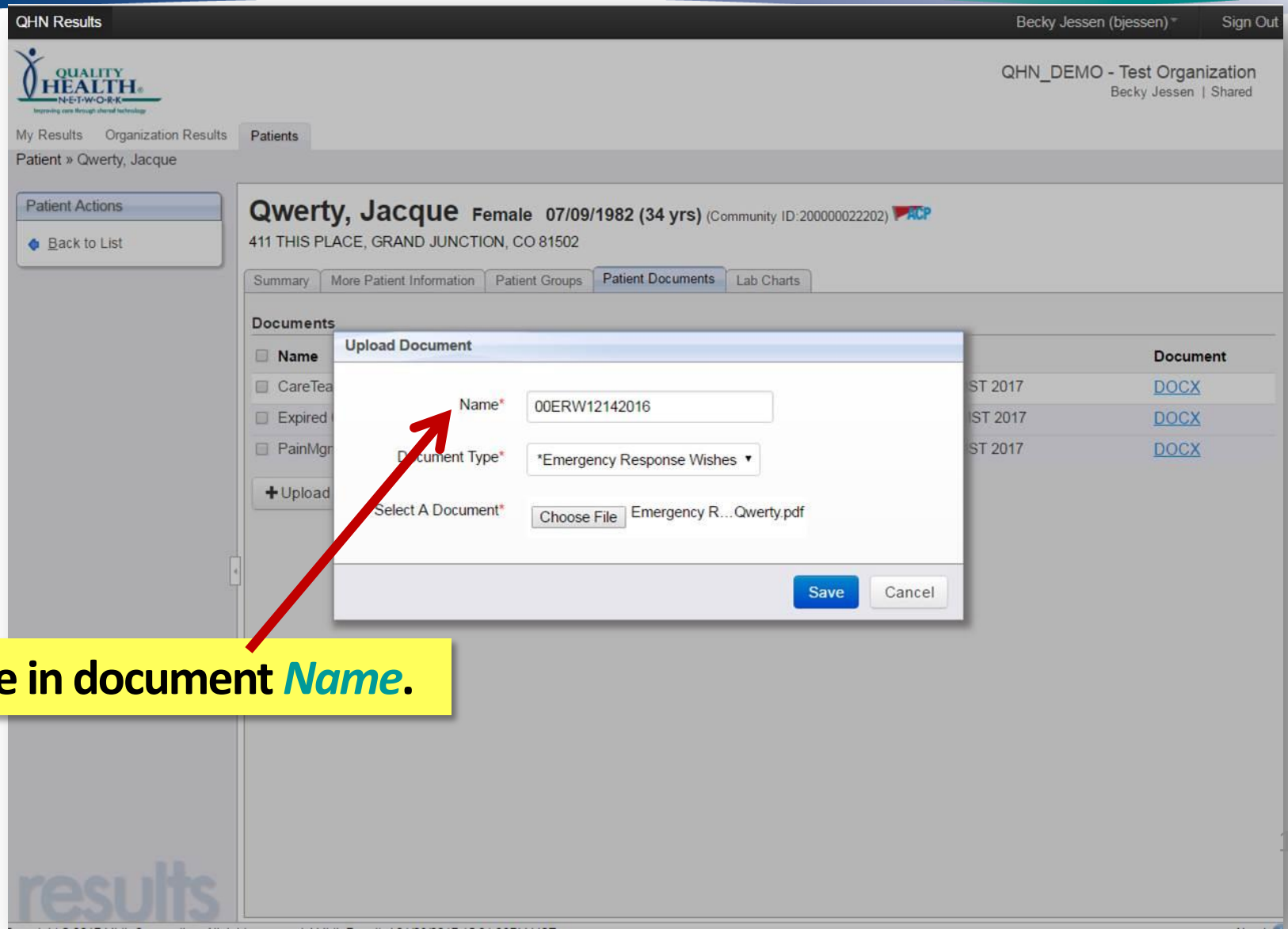
Upload document screen opens.

Uploading Documents to QHN



Select the *Document Type* from drop-down menu.

Uploading Documents to QHN



Type in document *Name*.

Important Upload Process for ACP Documents

Select the correct ACP Document Type

- Advanced Directive: (a document type that is not one of the below, but is considered an ACP document, e.g.: Five Wishes, CPR Dir., Serious Illness Conversations, etc.)
- DNR Order (DNR)
- Guardianship/Proxy (GUAProxy)
- Medical Durable POA (MDPOA)
- Power of Attorney (POA)
- MOST (MOST)
- Emergency Response Wishes (ERW)

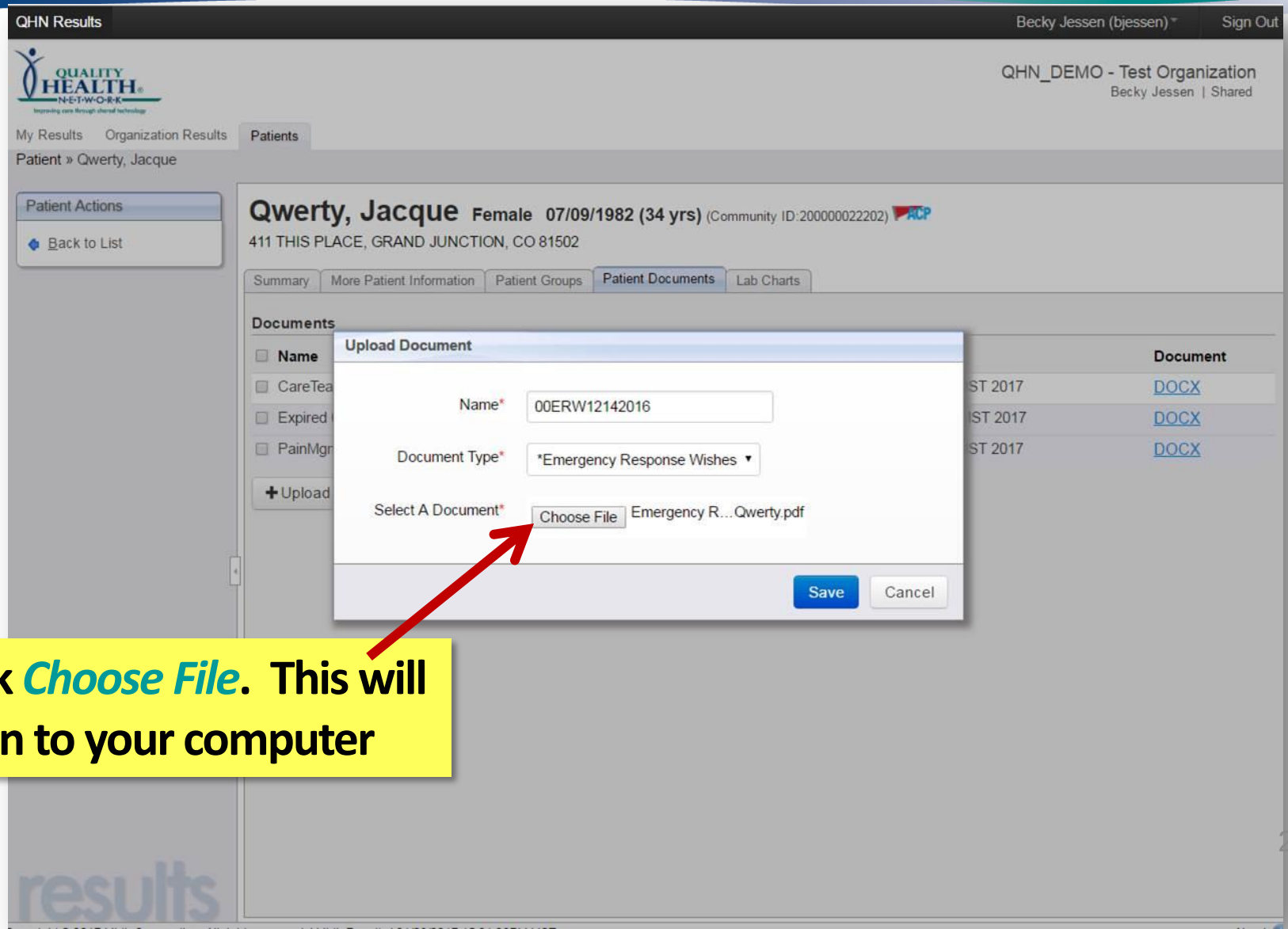
Naming Convention for ACP Documents

- Enter 00
- Followed by initials or name of document type
- Follow with mmddyyyy of form **effective date**, do not use spaces, dashes, or patient name. For example:
  - 00ERW12142016
  - 00FiveWishes01142017
  - 00DNR06252016

Why a Strict Document Type and Naming Convention for ACP Documents?

- Using the prescribed convention allows ACP documents to display first in the Patient Documents section
- This makes the information quickly accessible in critical care situations.
- It also triggers the patient to be “flagged” with the ACP indicator.

Uploading Documents to QHN

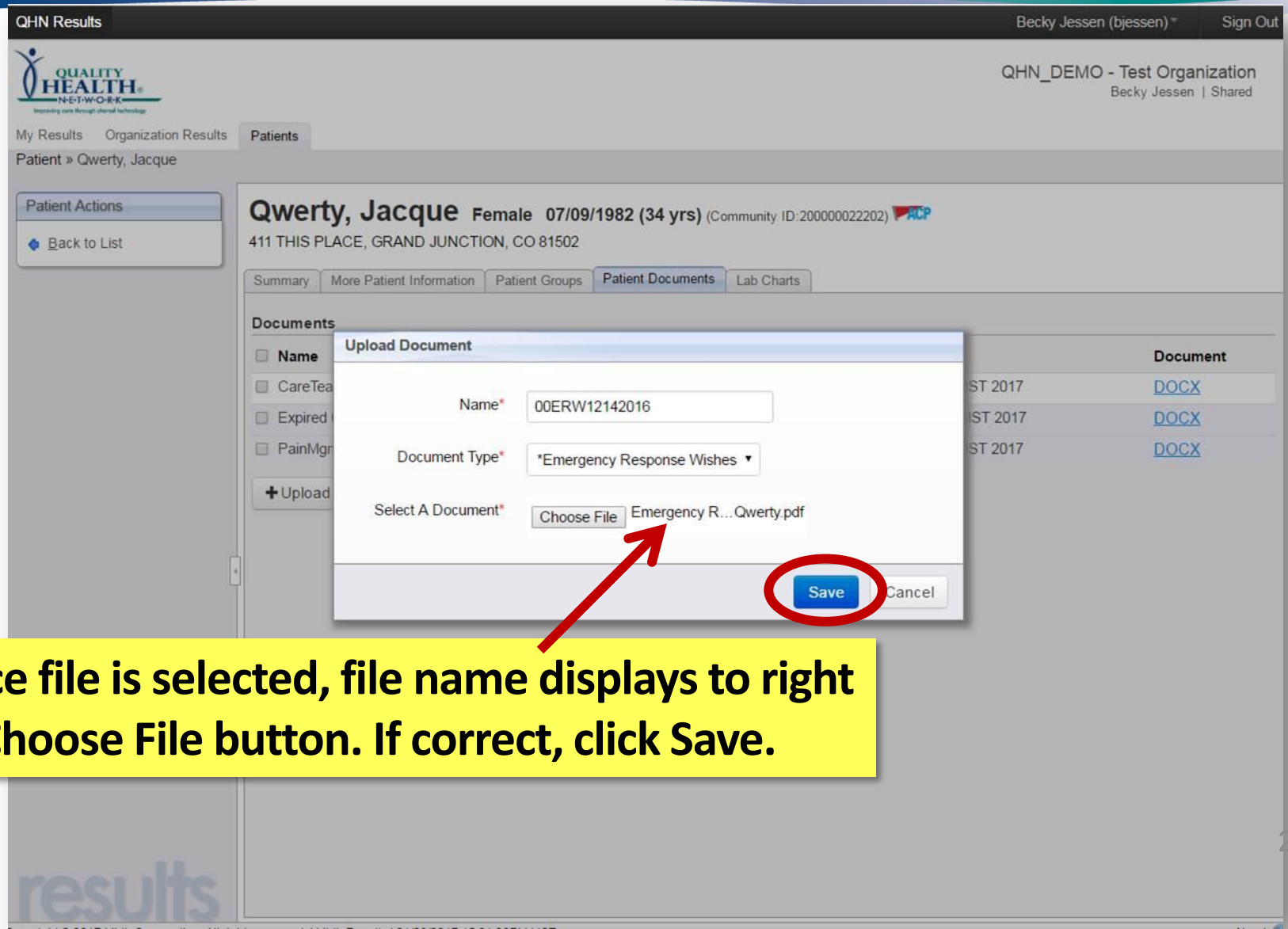


Click *Choose File*. This will open to your computer

Selecting Saved Files to Upload

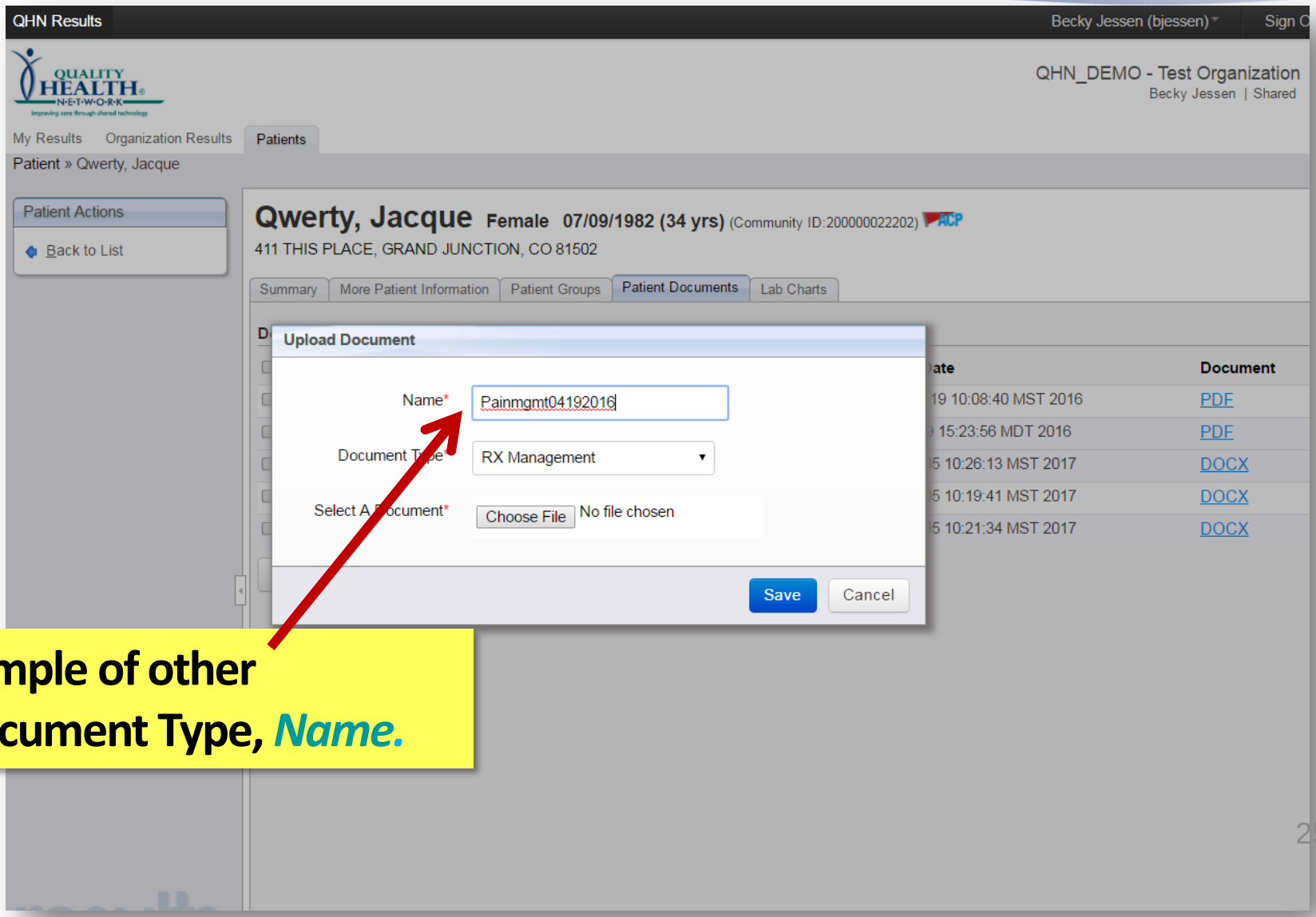
- When saving files to your computer for upload into the QHN system, in the original file name, do not use any special characters, such as: / , ? @ & * _ ( ) # \ +., etc.
  - These documents may not display correctly in all browsers
- Preferred file formats are Microsoft Word or PDF. You may use other formats however others may not have the software to read them.
- Original file names do not display in the QHN system, however it is recommendation that they contain: type of document, patient last, first name and effective date. For example:
  - DNR corey sherri 01162017
  - ERW schudy anne 12142016

Uploading Documents to QHN



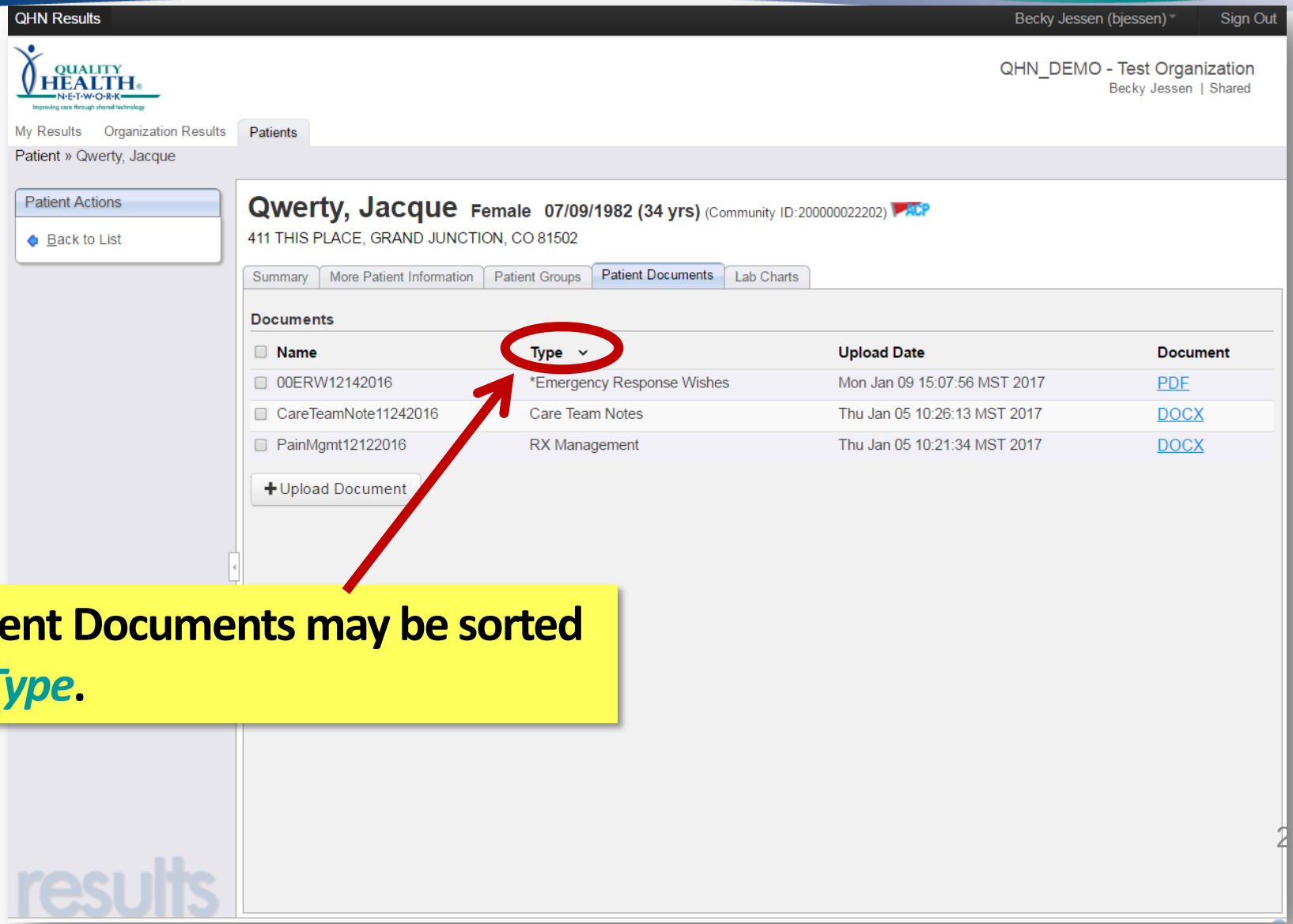
Once file is selected, file name displays to right of Choose File button. If correct, click Save.

Uploading Documents to QHN



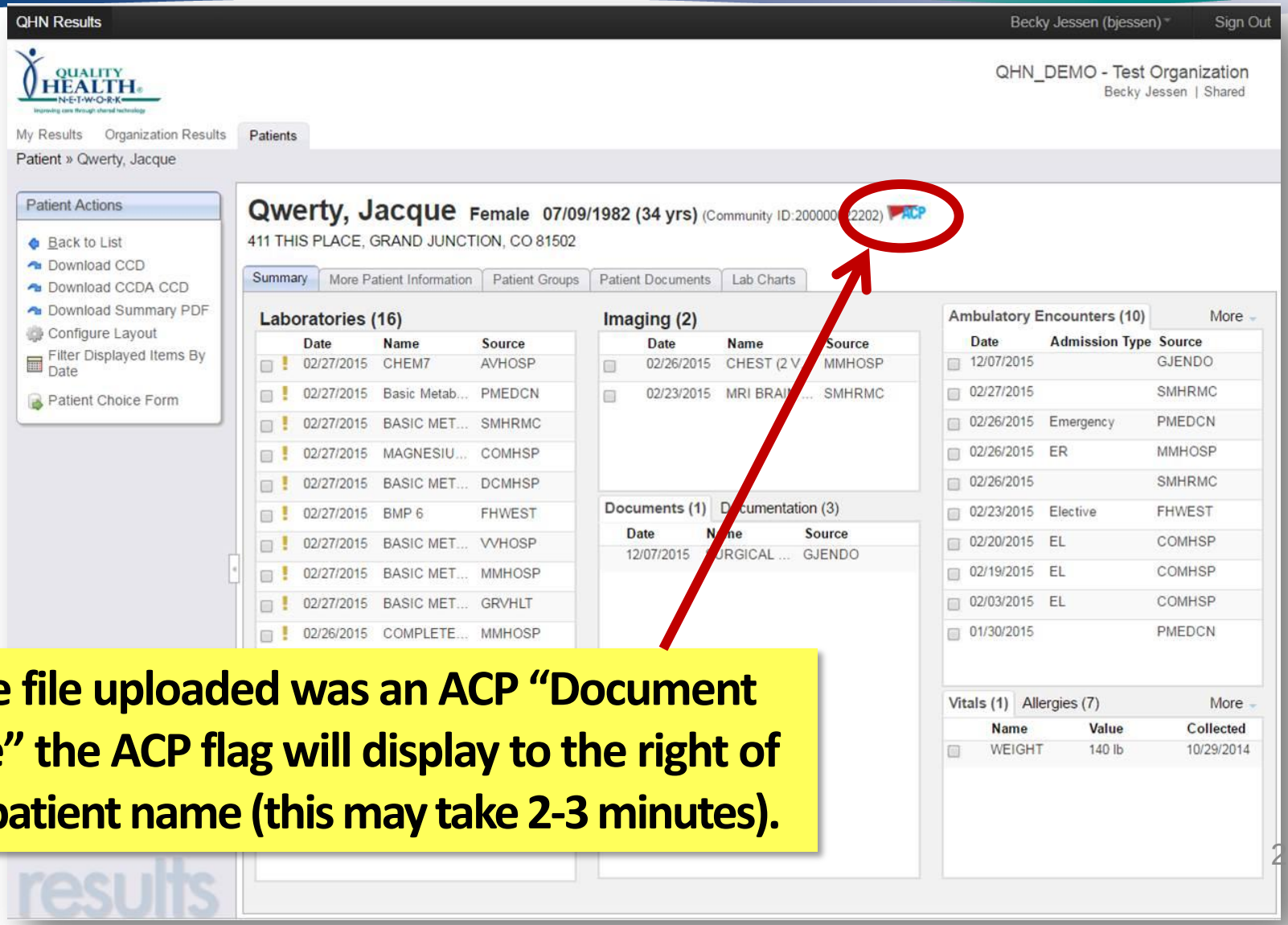
Sample of other Document Type, *Name.*

Uploading Documents to QHN



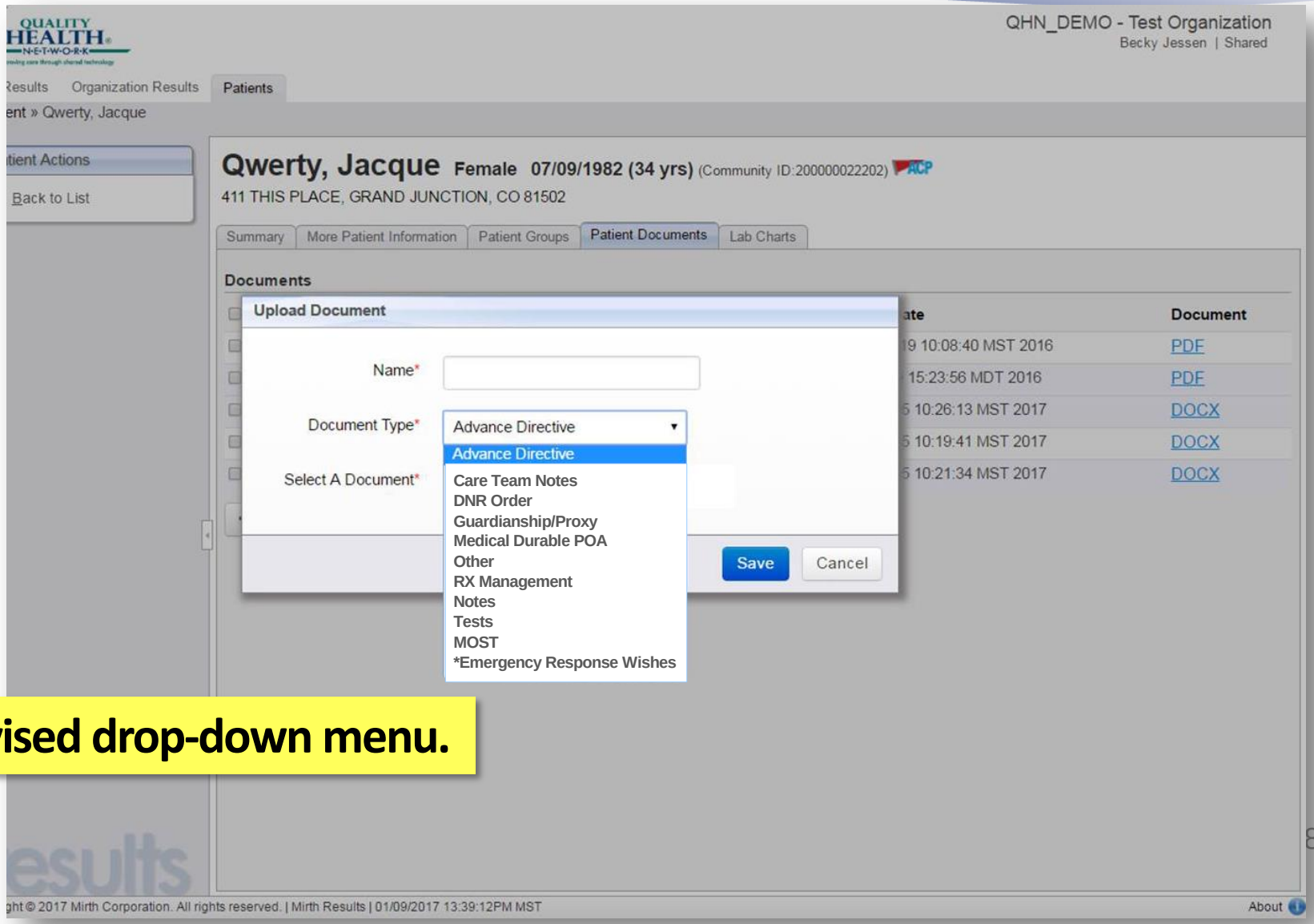
Patient Documents may be sorted by *Type*.

Uploading Documents to QHN



If the file uploaded was an ACP "Document Type" the ACP flag will display to the right of the patient name (this may take 2-3 minutes).

Uploading Documents to QHN



Revised drop-down menu.

Editing Documents

- You may not delete documents uploaded into the QHN system.
- If you loaded an incorrect document, or loaded the document to the incorrect patient, contact QHN immediately.
- Go to the QHN website and complete a Customer Support Request. This may be done 24/7.
- Website address: www.qualityhealthnetwork.org.

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SEARCH GO

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Who We Are

QHN was created in 2004 to improve the health of people who live across western Colorado.

READ MORE

What We Do

We provide for the secure exchange of electronic health information when and where it's needed.

READ MORE

Customer Secure Login

QHN LOGIN | QHN DIRECT

QHN DIRECT ONLY

CUSTOMER SUPPORT REQUEST

QHN is a not-for-profit community partnership, established in 2004 to support the adoption of health information technology, provide health information exchange (HIE) services and promote innovative uses of electronic health information for improved healthcare outcomes. QHN's uniquely connected technology allows its network to not just exchange information, but enhance care coordination, and support the data needs of high value applications.

Customer Support Request

Current Newsletter

WHAT'S NEW

QHN Subscription Service

A quicker, focused and impactful way for providers to receive and use patient data.

Click to Learn More

IMAGE EXCHANGE

Image Exchange and Image Enabled Results Delivery (IERD) are some of QHN's newest service offerings based on the provider identified need to have immediate access to diagnostic quality medical images across the QHN HIE. Image Exchange is now live with St. Mary's Hospital and

Customer Support Request
Current Newsletter
Event Calendar
Contact Us

Contact First/Last Name*

Contact Email*

Your Practice, Facility or Organization Name*

Contact Phone*

Customer Priority
--None-- Critical | High | Medium | Normal (Mouse over text for details.)

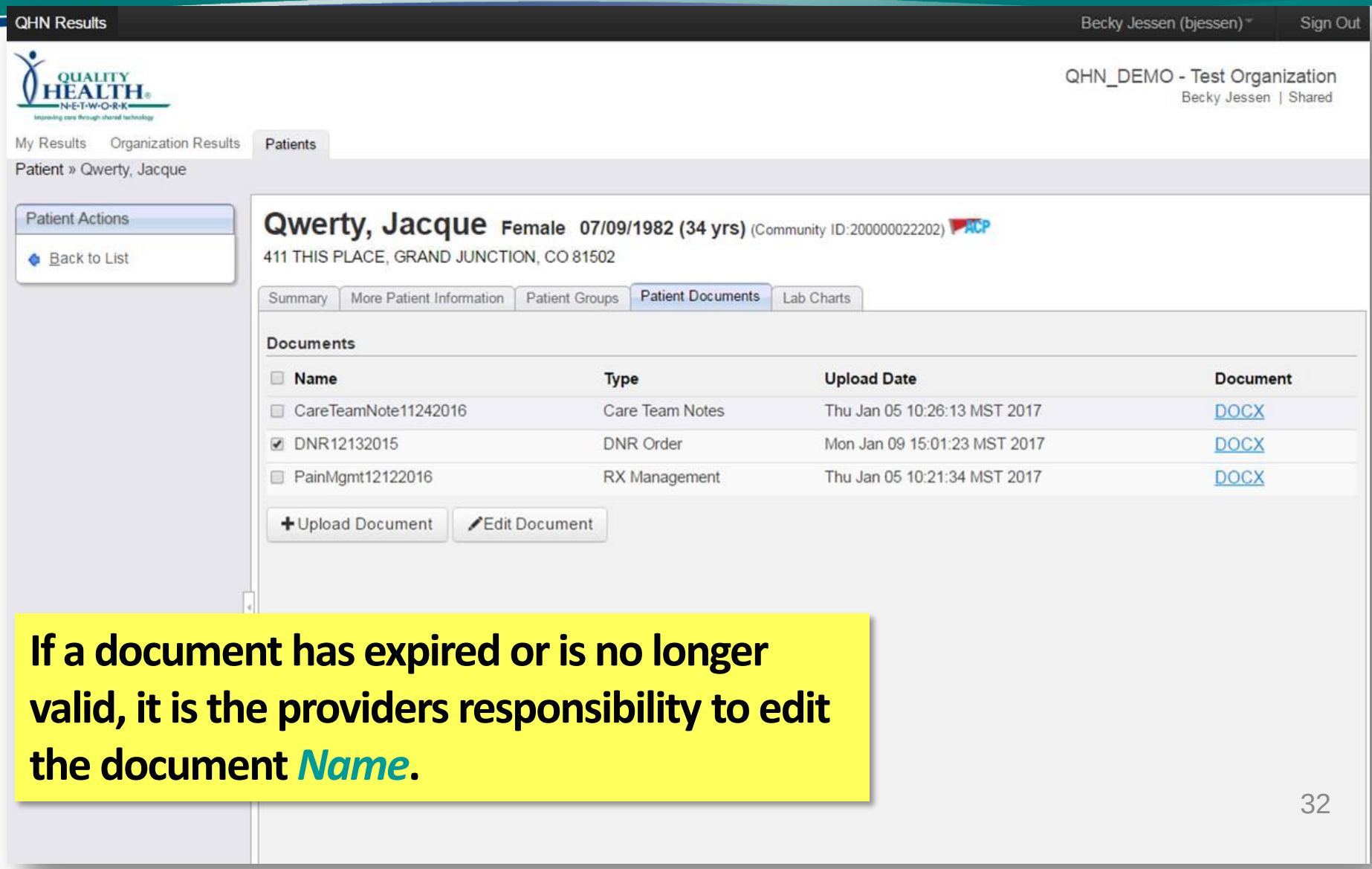
Subject **Do Not Include PHI**

Description (Please include as much information as possible including Patient Name, Date, Type of Result and Organization Generating Result). **This field is HIPAA compliant and may include PHI.**

Submit

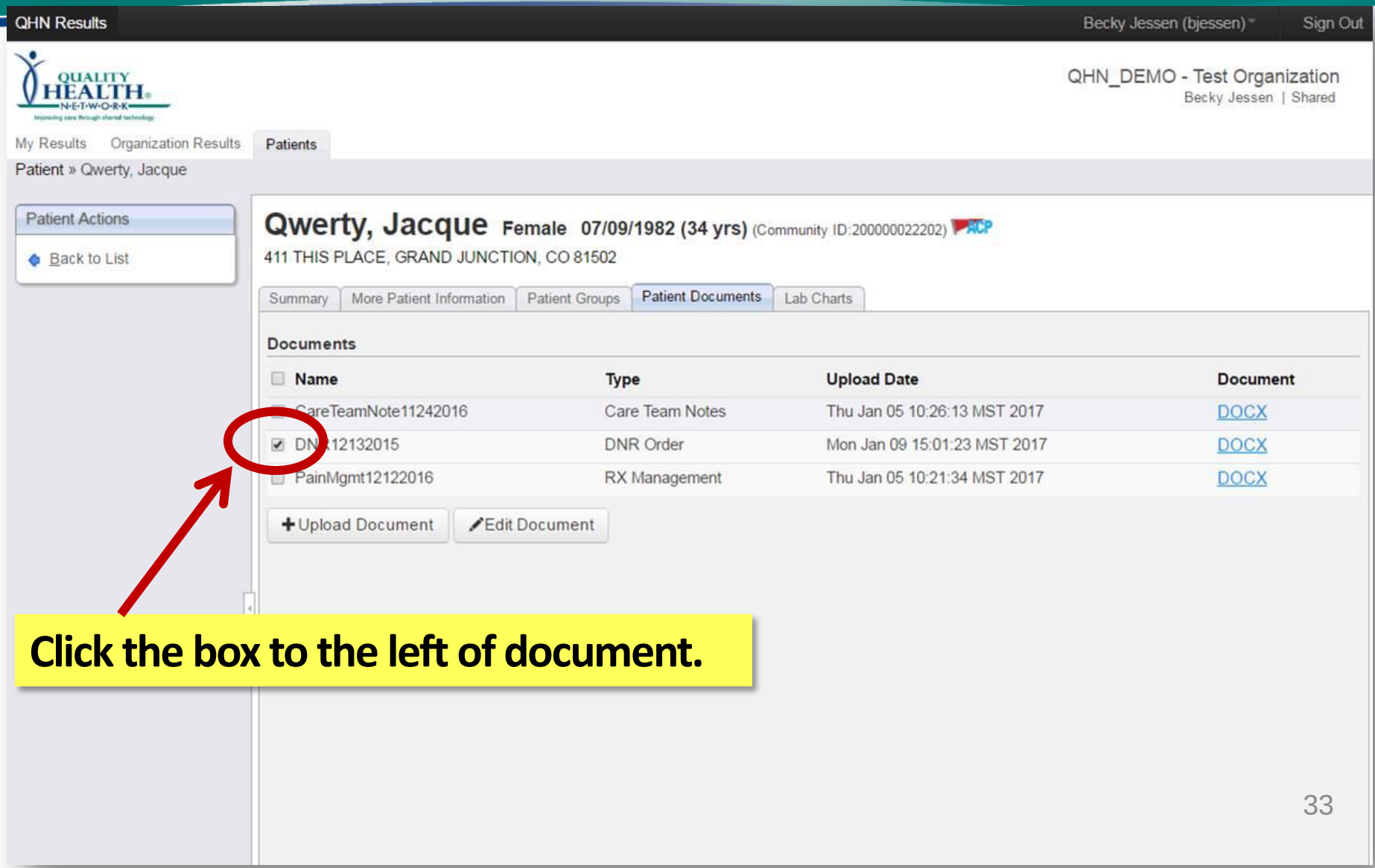
Complete form, in Description note name of patient, date of birth, Type and Name of document that needs to be deleted and date uploaded.

Editing Uploaded Documents



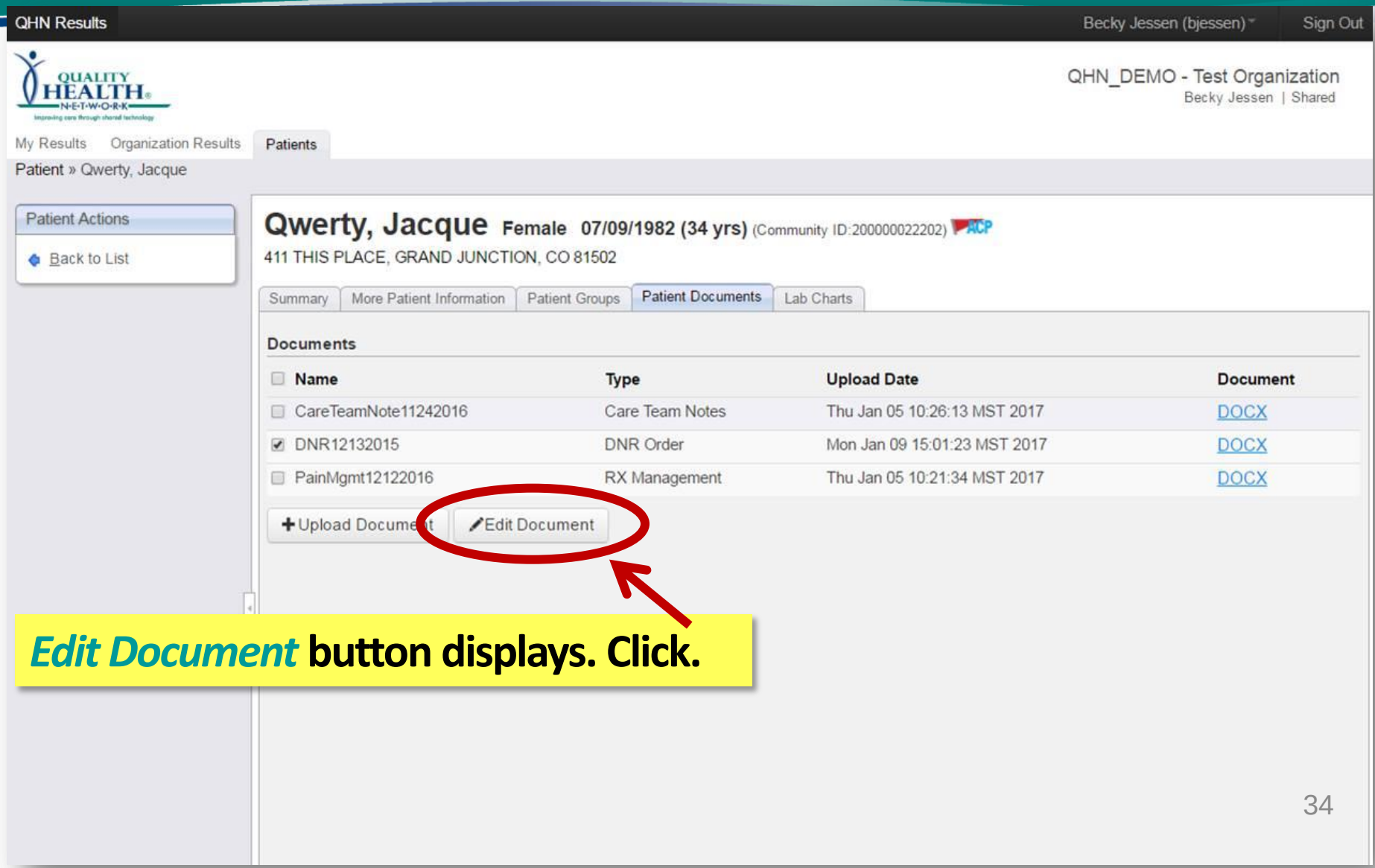
If a document has expired or is no longer valid, it is the providers responsibility to edit the document *Name*.

Editing Uploaded Documents



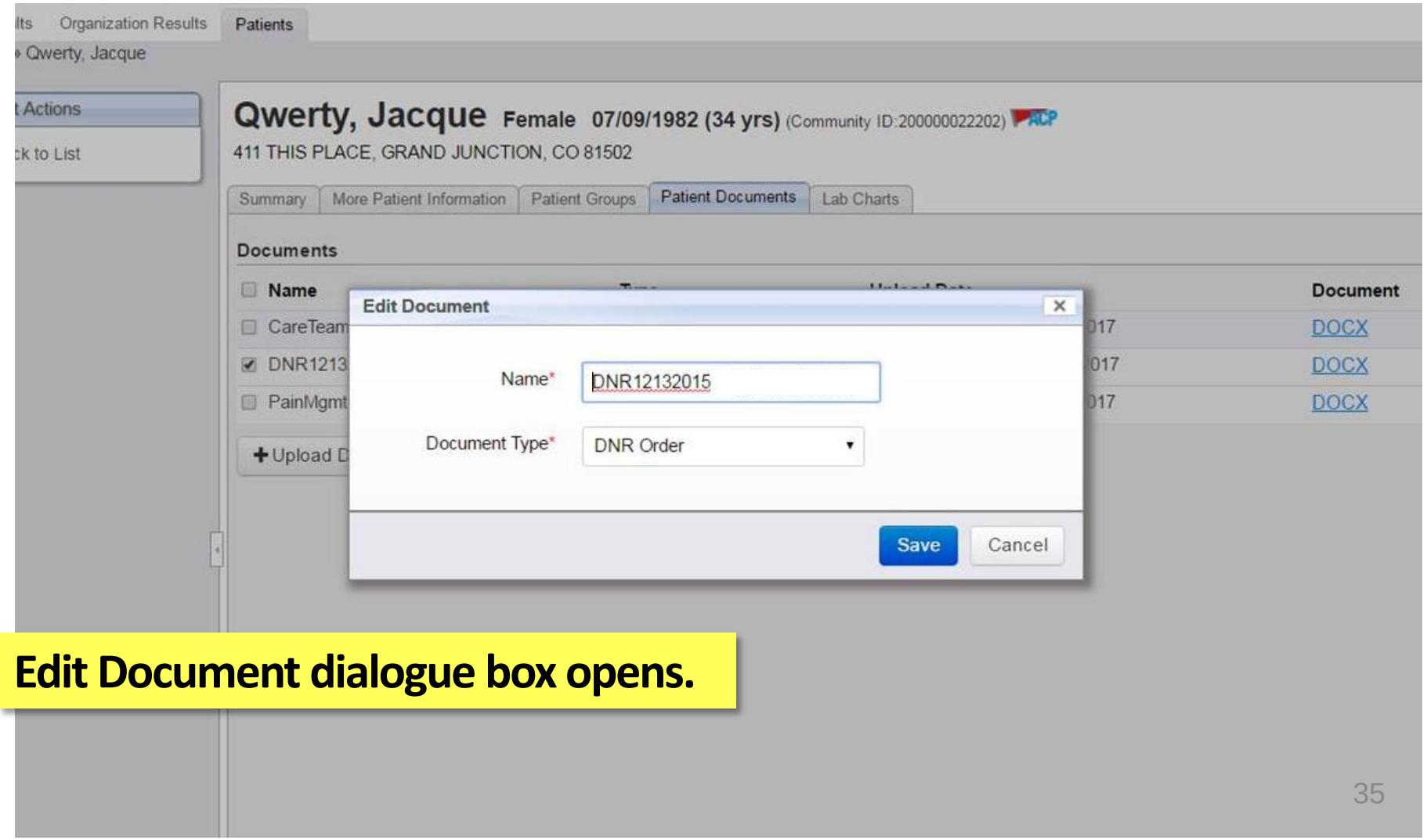
Click the box to the left of document.

Editing Uploaded Documents



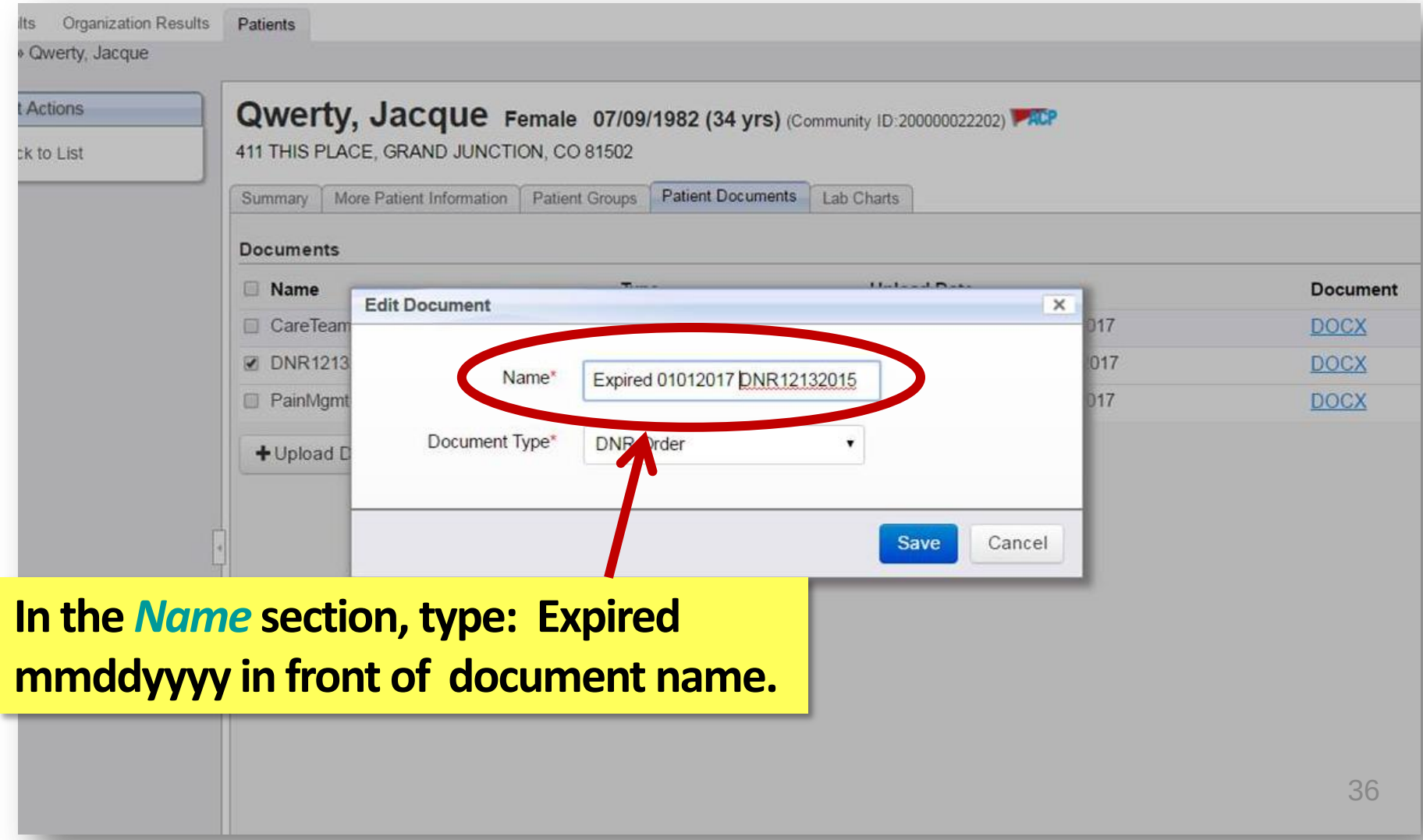
Edit Document **button displays. Click.**

Editing Uploaded Documents



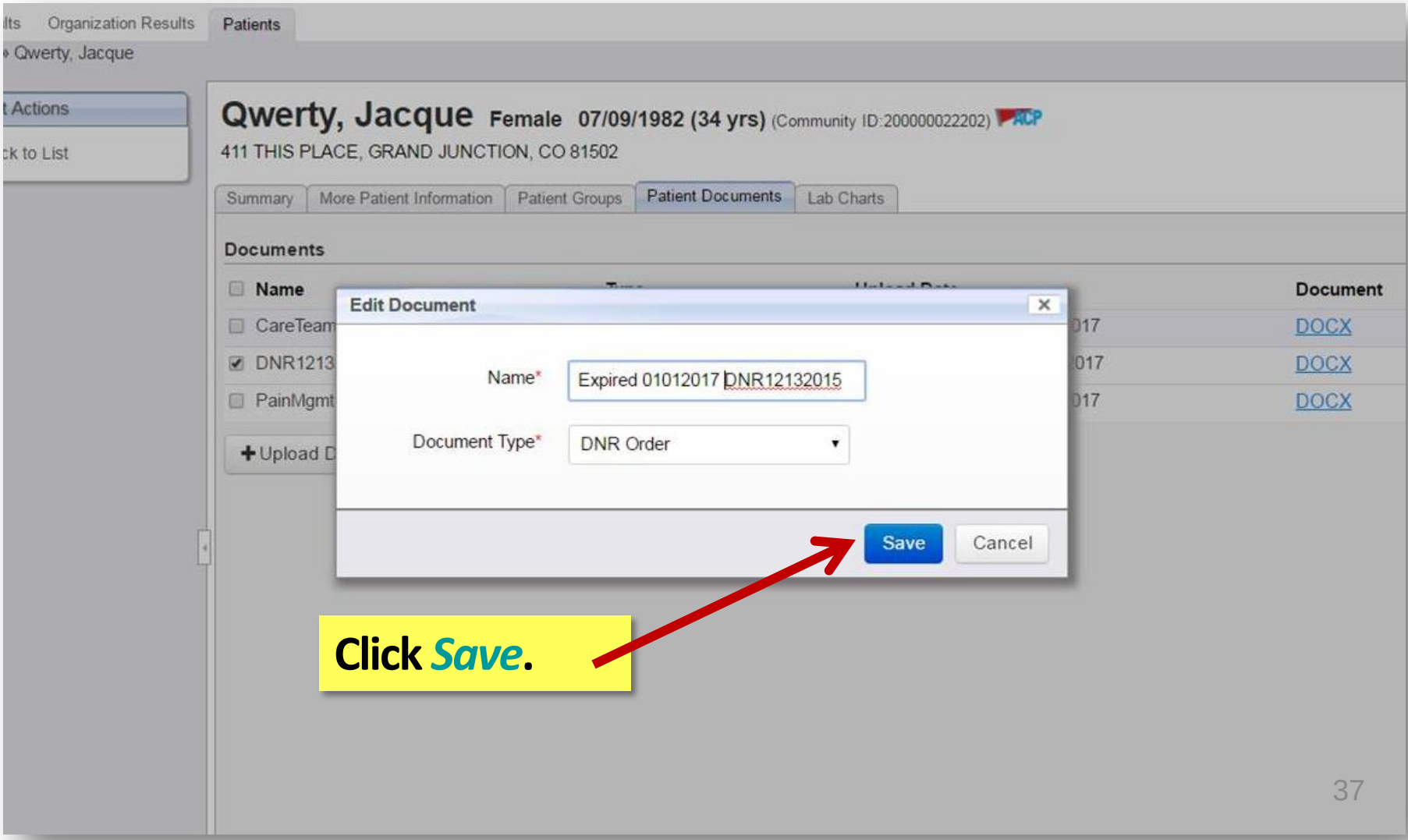
Edit Document dialogue box opens.

Editing Uploaded Documents

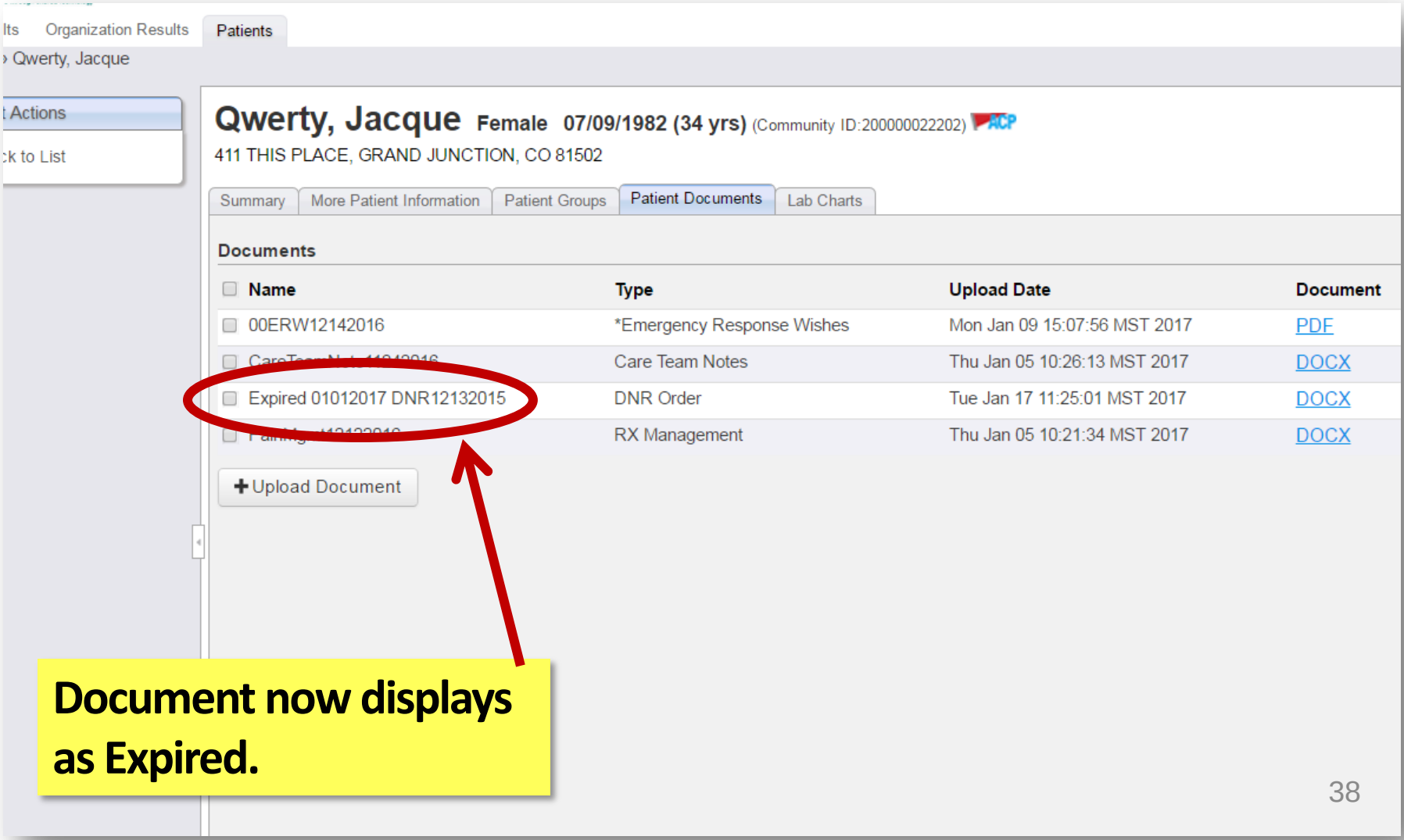


In the *Name* section, type: Expired mmddyyyy in front of document name.

Editing Uploaded Documents



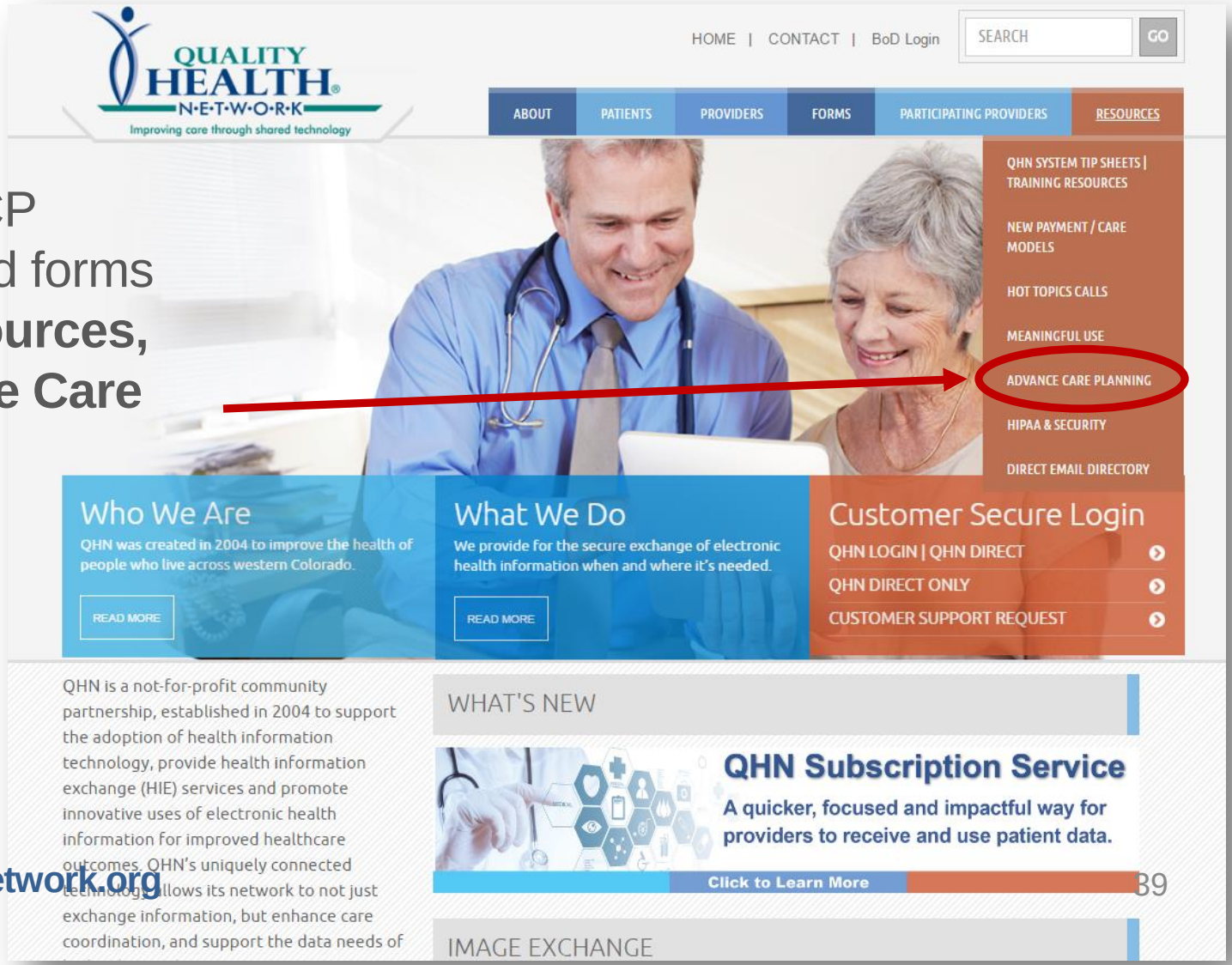
Editing Uploaded Documents



Document now displays as Expired.

QHN Resources/Forms

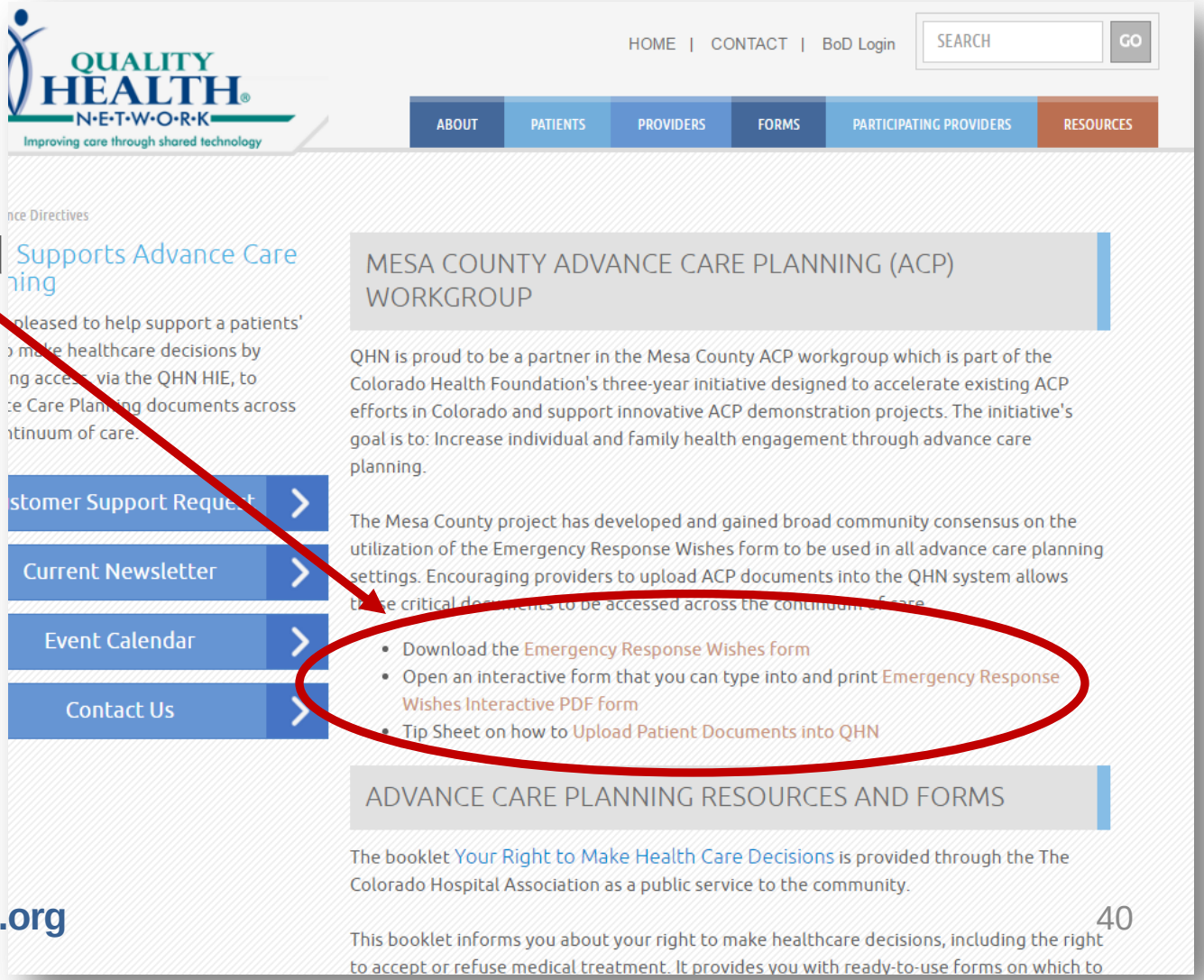
- To access ACP resources and forms click on **Resources,** then **Advance Care Planning**



www.qualityhealthnetwork.org

QHN Resources/Forms

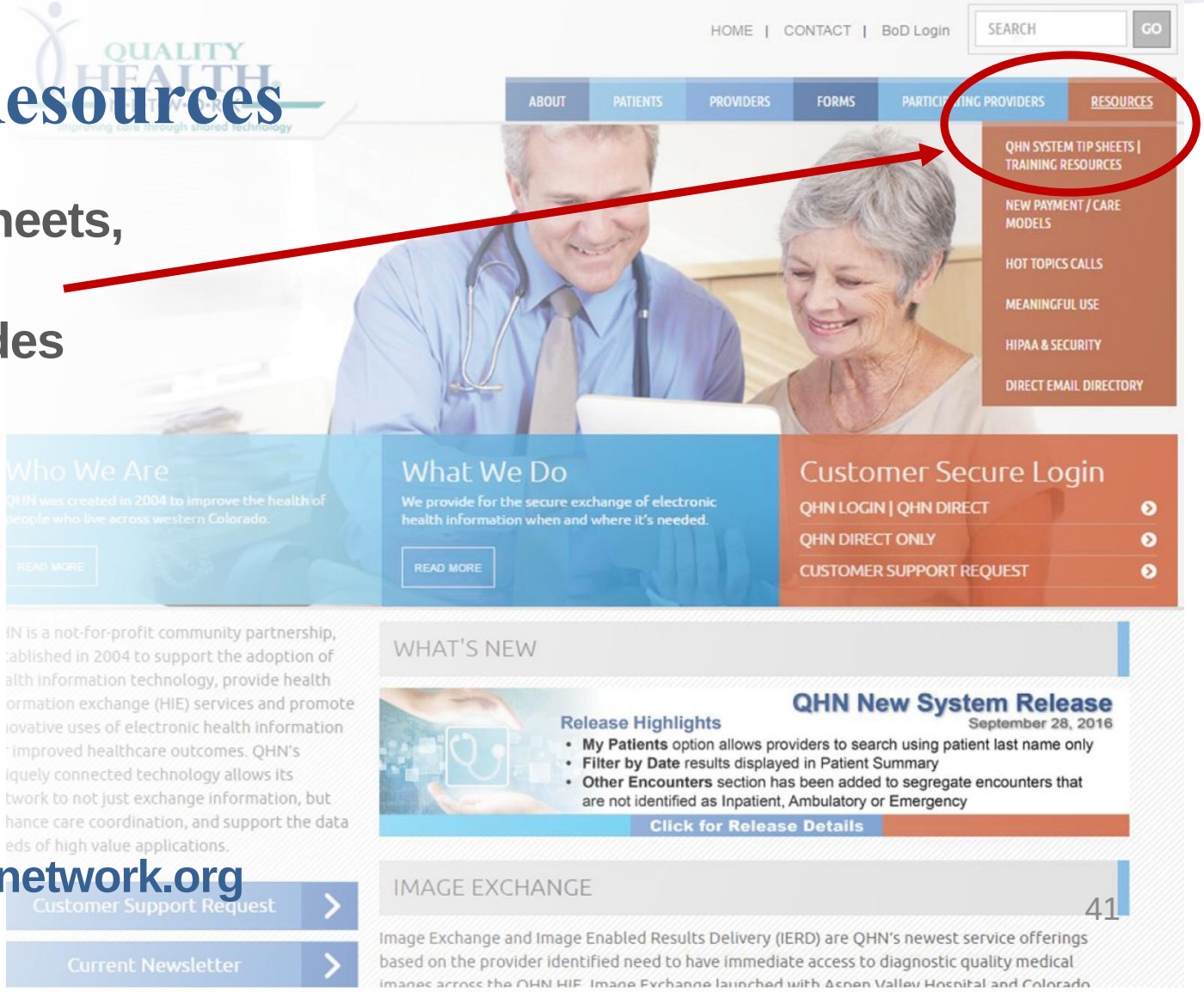
- **Emergency Response Wishes** form and other Advance Care Planning resources are available here



QHN Training Resources

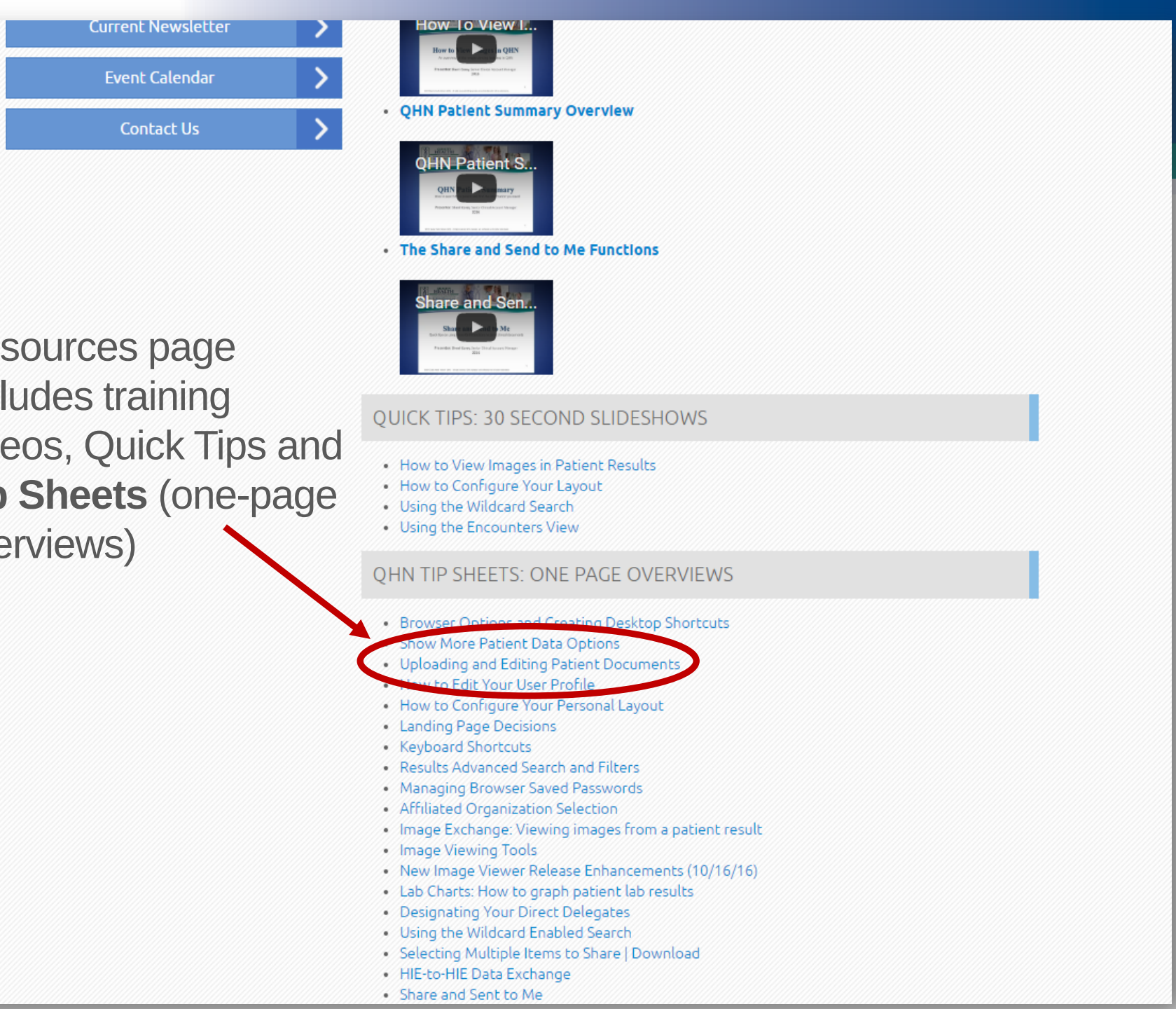
Training Resources

- On-line **Tip Sheets, Videos and Training Guides**



www.qualityhealthnetwork.org

- Resources page includes training videos, Quick Tips and **Tip Sheets** (one-page overviews)



Tip Sheet on Uploading and Editing Patient Documents

QHN Tip Sheet #3

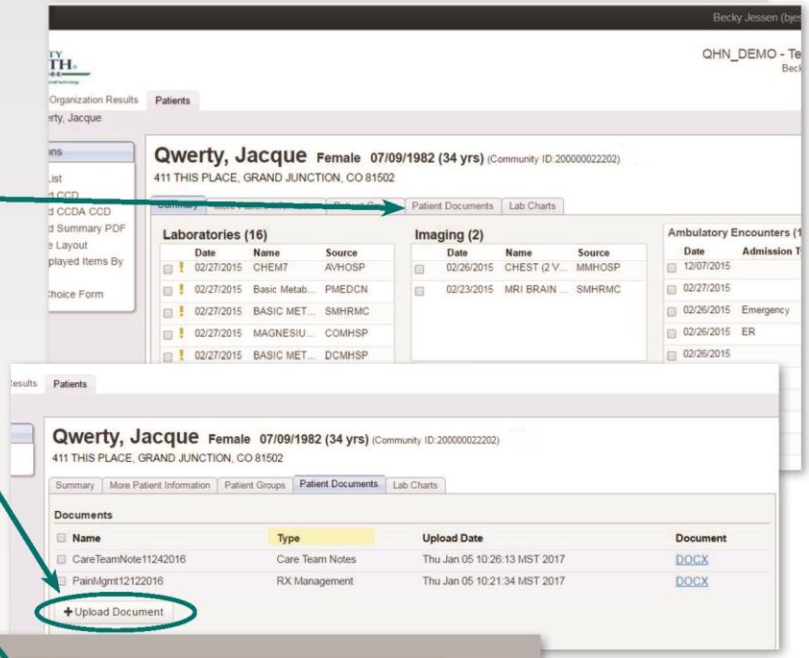
Uploading & Editing Patient Documents in the QHN System

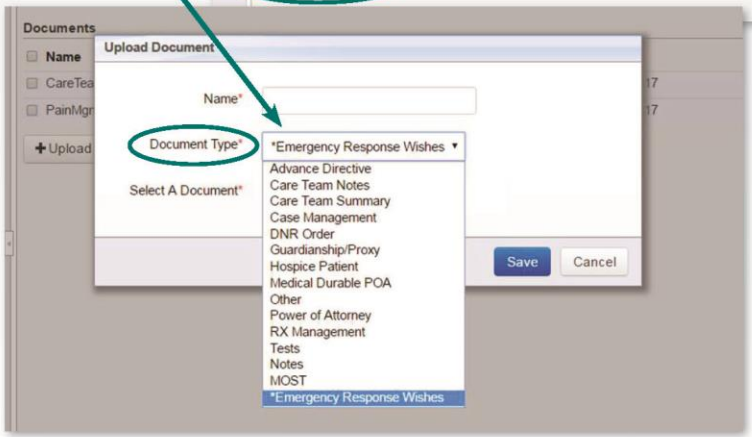
Updated: January, 2017

The QHN platform has many features that allow for flexibility in usage of the system. The ability for providers to upload copies of patient documents into the system such as Advance Care Planning (ACP) documents, RX Management Contracts and patient notes is one of these features.

Uploading patient documents:

- Navigate to the **Patient Summary** section for the patient of interest.
- Click on **Patient Documents** tab, a new window opens.
- Documents in this section may be sorted by **Type.**
- To upload document click on **Upload Document** button.
- Select **Document Type** from drop-down menu.





OVER

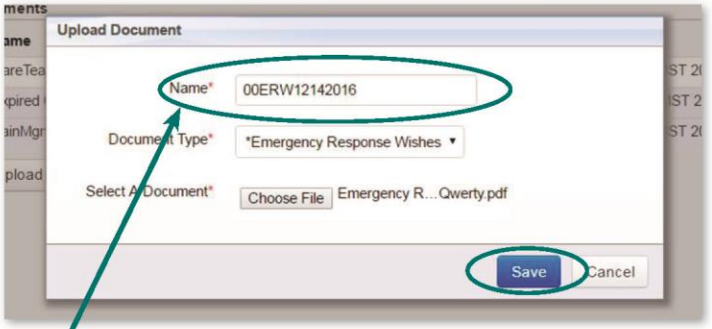
Tip Sheet on Uploading and Editing Patient Documents

Uploading Patient Documents

- Name document. If the document being loaded is one of the below ACP **Document Types** it is important to use the noted naming convention.
  - Advanced Directives: (Misc. ACP docs, e.g.: Five Wishes, CPR Dir., Serious Illness Con., etc.)
  - DNR Order (DNR)
  - Guardianship Proxy (GUAProxy)
  - Medical Durable POA (MDPOA)
  - Power of Attorney (POA)
  - MOST (MOST)
  - Emergency Response Wishes (ERW)

Naming convention: 00 followed by initials or name of document type (noted above), then mmddyyyy of form effective date, use no spaces / dashes or patient name (e.g., 00ERW12142016).

- Select document to upload. Original document file name may **NOT** include any special characters such as: /_&@#/(), or they may not display correctly.
- Click **Save.**

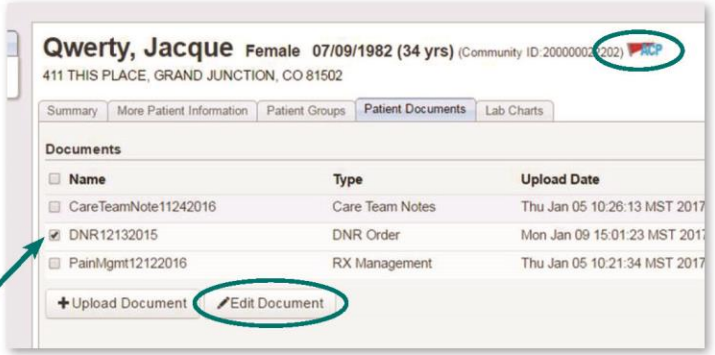


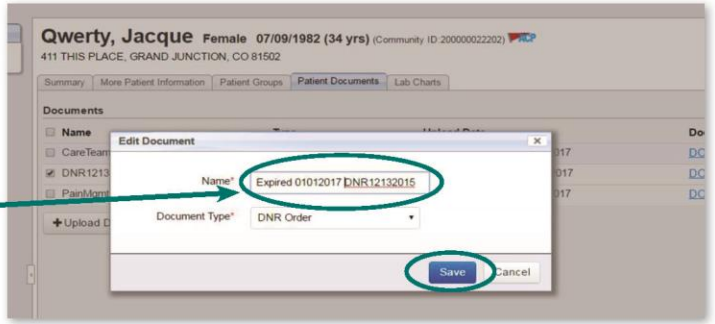
Why a strict naming convention for ACP documents? Using the prescribed convention allows ACP documents to display first, making this information quickly accessible in critical care situations.

This also triggers the patient to be "flagged" with the ACP indicator. ACP

How to edit a document that has expired or is no longer valid:

- Check box to the left of the document, **Edit Document** button appears.
- Click **Edit Document** button, a new dialogue box will appear that displays the document **Name** and **Document Type.**
- In the **Name** section, type: Expired mmddyyyy in front of document name.
- Click **Save.**





QHN Support

Customer Support

- **Support Desk: 970-248-0033**
- **Support Desk hours:** M-F, 7:30am - 5:00pm (on-call after hours)
- On-line **Customer Support Request** (24/7)

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Questions

Please join us for these upcoming Hot Topics Sessions…

February 15, 2017
Topic: 10 Quick Tips for Navigating the QHN Patient Summary

March 15, 2017
Topic: QHN Direct - Using QHN's free secure email service to improve care coordination

References

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4 Goodman D, Morden N, Chang CH, et al. Dartmouth Medical School, & Maine Medical Center. Trends in Cancer Care Near the End of Life. The Dartmouth atlas of health care brief. Hanover, N.H.: Trustees of Dartmouth College, 2013.

5. Centers for Medicare & Medicaid Services. Proposed policy, payment, and quality provisions changes to the Medicare Physician Fee Schedule for Calendar Year 2016. Available at:https://www.cms.gov/Newsroom/MediaReleaseDatabase/Press-releases/2015-Press-releases-items/2015-10-30.html. Accessed January 12, 2017.

Advance Care Planning Fact Sheet: https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/AdvanceCarePlanning.pdf

Link to CMS Advance Care Planning coding Tip Sheet:
https://qualityhealthnetwork.org/PDFs/AdvanceCarePlanning.pdf