

# Advanced Care Planning: A Quality Improvement Plan Toolkit for Primary Care Teams

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# Presenter Disclosure

## **Relationships with commercial interests:**

- **Not applicable**

## **Potential for conflict(s) of interest:**

- **Not applicable**

# Overview

- Background
- Implementing the ACP Toolkit Within Your Practice
- Planning Tool
- Sample Workflow
- Measurement Tool
- Example Timeline
- Experiences from the Jane Finch Family Health Team
- Resources

# Background on the Advanced Care Planning (ACP) Quality Improvement Plan Toolkit

- ❑ MOHLTC introduced Quality Improvement Plans (QIP) to the primary care sector in January, 2013
- ❑ The following are required to develop and submit a QIP to Health Quality Ontario (HQO) by April 1 of each year:
  - ❑ Aboriginal Health Access Centres (AHACs)
  - ❑ Community Health Centres (CHCs)
  - ❑ Family Health Teams (FHTs)
  - ❑ Nurse Practitioner Led Clinics (NPLCs)
  - ❑ Community Care Access Centres (CCACs)
- ❑ CCO has developed a toolkit for those practices that decide to include ACP as part of their QIP
- ❑ The ACP toolkit makes it *quick, easy and simple* to implement the QIP

# Implementing the ACP Toolkit Within Your Practice

## Five-Step Plan Checklist:

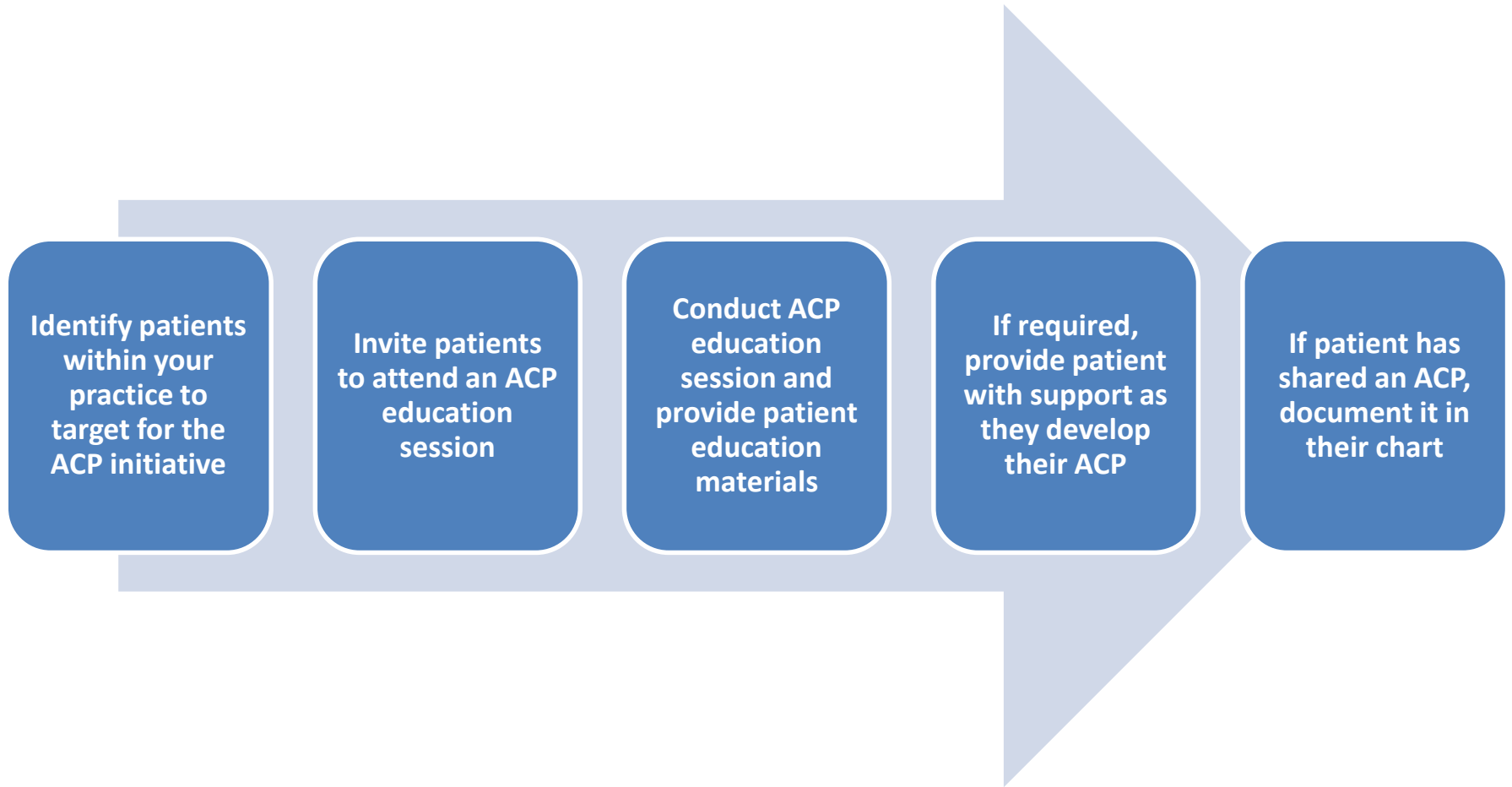
- 1. *Identify team members*
- 2. *Fill out the Planning Tool*
- 3. *Fill out the Measurement Tool*
- 4. *Orient staff who will be involved in the initiative*
- 5. *Make staff and patients aware of initiative*

# Planning Tool

AIM		MEASURE							CHANGE				
QUALITY DIMENSION	OBJECTIVES	MEASURE / INDICATOR	UNIT / POPULATION	SOURCE / PERIOD	ORG ID	CURRENT OR BASELINE PERFORMANCE	TARGET PERFORMANCE	TARGET JUSTIFICATION	PLANNED IMPROVEMENT INITIATIVES (CHANGE IDEAS)	METHODS	PROCESS MEASURES	GOAL FOR CHANGE IDEAS	COMMENTS
	<b>1</b>					<b>2</b>	<b>3</b>		<b>4</b>	<b>5</b>		<b>6</b>	
Patient-centred care	All patients over 50 years old have an ACP or it is documented that they did not wish to have an ACP.	% of patients within target population who have participated in an ACP education session or consultation, or documentation that they did not wish to participate	Target population identified by the care practice  (i.e. all patients over 50 years old)	Patient list generated from existing data set over duration of project (i.e. billing data/ EMR)		If documented and data obtainable, identify how many patients have been offered an ACP discussion or consultation and how many have participated.	If current state is known (documented and data available) calculate the % of the target population that has been offered an ACP discussion or consultation and how many have participated.  Set a target for improvement.	Based on how many people are in the target group and the capacity of staff to provide the consultation	1. Staff will receive opportunities to learn about ACP and health care consent.  2. ACP will be introduced to all people within the target population or those identified through the surprise question.	Provide staff with materials and access to educational resources  Introduce ACP to patients within the target group when they are in the practice for an appointment  Plan and deliver group education sessions about ACP	Number of eligible staff who have learned about ACP  Number of ACP consultations offered.  Documentation of patient response in patient record (EMR) (refused, not sure, consultation booked)	All eligible staff learn about ACP  All eligible patients in target population are identified.  Targets for offering ACP discussions or consultations and documenting response are met.	

# Sample Workflow

*Supporting patients through ACP*



# Measurement Tool

## Part A: Performance Measurement Planning

1. Indicator Selection			
- What is/are the indicator(s)/outcome measure(s) of this initiative? How is/are the indicator(s)/outcome measure(s) going to be calculated? What is the baseline?			
Indicator(s)	Methodology (determined by the practice)	Baseline Value	Target Values
<i>e.g., Percentage of the target population who have been invited to attend ACP education session as documented in their chart</i>	<i>Numerator: (e.g., number of patients who have been invited to attend group education session or ACP consultation) Denominator: (e.g., total number of patients identified within the target population and invited to consult)</i>	<i>e.g., 50 patients/400 total patients who fall within the target population = 12.5%</i>	<i>(as stated in QIP) e.g., 25%</i>
2. Process Measure Selection			
Process Measure(s)	Methodology		
<i>e.g., Patient identified as within target group</i>	<i>e.g., Develop list and flag chart (patient record) that patient should be offered a consult</i>		
3. Period Duration			
- How often will the checkpoints occur?			
<i>e.g., every quarter/month/week</i>			



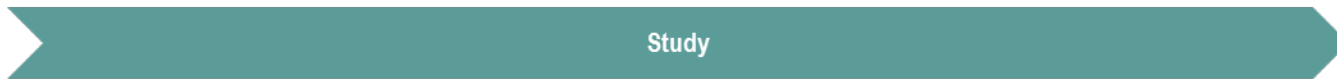
# Example Timeline



- Identify team members
- Plan advance care planning initiative activities
- Develop baseline measures
- Raise awareness with providers and staff
- Provide training and resources for providers and staff who will be directly involved



- Generate list of patients to be targeted for the initiative
- Execute activities identified during Plan phase
- Track progress of initiative
- Share progress updates and incorporate process improvements as identified



- Checkpoint (e.g. 3 to 6 months)
- Checkpoint
- Checkpoint



- Revise
- Revise
- Revise
- Plan for next year

# Experiences from the Jane Finch Family Health Team

# Background

- ACP Program began on April 1, 2013
- 168 Face To Face counselling sessions
- 3 outreach sessions:
  - FHT referred clients
  - Senior's Group
  - Vulnerable Women's Group

# Important Considerations/Discussions with Clients

- Substitute Decision Maker
- Power of Attorney
- Cultural and religious beliefs
- Normalize the process for clients

# Resources

- **ACP Toolkit link on CCO website:**  
<http://www.cancercare.on.ca/pcs/primcare/qitoolkit/>
- ACP resources created by CHPCA: [www.advancedcareplanning.ca](http://www.advancedcareplanning.ca)
- Ontario Seniors Secretariat: [www.seniors.gov.on.ca/en/advancecare/](http://www.seniors.gov.on.ca/en/advancecare/)
- Canadian Virtual Hospice: [www.virtualhospice.ca](http://www.virtualhospice.ca)
- Ontario Attorney General: [www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)
- Hospice Palliative Care Ontario: [alecoche@hpco.ca](mailto:alecoche@hpco.ca)
- Canadian Hospice Palliative Care Association: [www.chpca.net](http://www.chpca.net)