

# Helping our patients' Values and Wishes for End of Life Care to be:



Expressed

- Public Awareness and Education
- Community Engagement
- Clinician Training to have ACP conversations



Heard

- Standardized documentation of ACP conversations and MOST that is accessible
- Clinician training to enter MOST
- Information-sharing between Care Providers and Health Record Systems



Respected

- Operational Procedures to seek Advance Care planning information, use it to inform decisions and ensure care provided is congruent to patient wishes

# It's finally here!

## The Advance Care Planning/MOST tab in Results Review

All the historical info available in one place to make decisions/run a family meeting

Results Review

Safety Risk

Last 48 Hours Lab - Recent Lab - Extended Microbiology Diagnostics Vitals - Recent Vitals - Extended Clinical Information Document MOST/ACP Medicine Summary

Flowsheet: Provider Advance Directive Informa ... Level: Provider Advance Directive Informa Table Group List

Last 100 Results in the Past 3 Years

Showing results from (08-Jul-2017 - 07-Oct-2019) Show more results

Provider Advance Directive Information	07-Oct-2019 22:42 PDT	12-Aug-2019 18:13 PDT	12-Aug-2019 15:38 PDT	01-Jul-2019 21:56 PDT	14-Jun-2019 22:21 PDT	20-May-2019 17:39 PDT	22-Jul-2017 22:32 PDT	08-Jul-2017 14:38 PDT
Resuscitation Status Details								
Intervention Level			M3 - treatment	C2 - ICU/Intu	C2 - ICU/Intu	C2 - ICU/Intu		
Following Conversation With			Temporary Su	Representativ	Capabl	Patie Capabl		
Names of People Interviewed				Spouse				
Conversation Documented In								
Supporting Documentation Reviewed								
Other Supporting Documentation Reviewed								
Additional Directions								
Special Instructions			common law					
MOST Ordered By			Takeda DR, Sr	Chen DR, Dal	Culp DR, Gra	Pat		
Documentation Site								
Goals of Care								
Goals of Care Narrative	Goals of Care	Goals of Care						

The MOST is the cherry on top, but the Goals of Care Documentation is where the “good stuff” is



To read previous notes on Goals of Care discussions,  
Double click on the “Goals of Care Narrative” cell and  
it opens the document for that date.

Document Viewer - Demo, Rachel ACP - 23684814

Result type: Goals of Care Narrative  
Result date: Sunday, June 09, 2019 17:42 PDT  
Result status: Auth (Verified)  
Result title: Goals of Care Narrative  
Performed by: Carson DR, Rachel Colleen on Sunday, June 09, 2019 17:42 PDT  
Verified by: Carson DR, Rachel Colleen on Sunday, June 09, 2019 17:42 PDT  
Encounter info: 92021355401, NRG, Day Care, 24-May-2019 - 24-May-2019

**\* Final Report \***

**Goals of Care Narrative**

I took this opportunity to have a conversation about goals of care. I used the Harvard/Ariadne Labs "Serious Illness Conversation Guide" template. Summary of the conversation is as follows:

**What do you understand about your illness?** He understands that his health has deteriorated in the last several months. He was taken aback when palliative care was brought up but then in talking with various staff he is more understanding of the palliative care philosophy and understands that it is not just for the last days to weeks of life. He understands that he will never be a transplant candidate.

**What prognostic info was given to pt?** I told him that I did not think he would survive multiple years and that his life expectancy was more likely months to perhaps a year.

**What are your goals if your health worsens?** Regarding his goals, he would like to spend as much time as possible with his 1-year-old granddaughter. He spent some time describing how much he enjoys every minute with her and how he very much hopes to live long enough that she knows him and ultimately might remember him when she is older. He would like to spend as much time with his family as possible. Now that his vision is better, He has been hoping he could get his driver's license back and has ensured his car for the last 18 months just in case. He would like to be able to go on outings locally to see

Immunizations	DC No CK Location/Comments	scanned in at Dr Gray's clinic
Interactive View and I&D	Paper MOST Location/Comments	scanned in at Dr Gray's office
Patient Information	Goals of Care	
MAR	Goals of Care Narrative	
	Potential TSDMs - Unranked	
	Potential TSDM A Name	Daffy Duck

Goals of C  
Daffy Duck

# Doctors/NPs can document a GOC conversation by creating a new ACP form from the “AdHoc” menu: It’s 3 clicks to open it

The most recent note is visible underneath for reference, with cues for the components of the “Serious Illness Conversation” template underneath that. Sign it by clicking the checkmark (*NOT the floppy disc! If you click the floppy disc your work gets hidden*)

The image shows a screenshot of a medical software interface. The top menu bar includes 'Task', 'Edit', 'View', 'Patient', 'Chart', 'Links', and 'Notification'. Below the menu bar, there are several toolbars with icons for 'EASI Support', 'CPOE Downtime Clinical Order Sets', 'Tear Off', 'Exit', 'Calculator', 'AdHoc', 'PM C', 'Home', 'Message Centre', 'Patient List', and 'Physici'. The 'AdHoc' icon is circled in red with the number '1' next to it. A dialog box titled 'Ad Hoc Charting - zyxTestPatient, VITALSLINK' is open, showing a list of items with checkboxes. The 'Advance Care Planning/Goals of Care' item is selected and circled in red with the number '2' above it. Below the dialog box, there is a text area for 'Goals of Care Narrative' with a 'Segoe UI' font selected. The 'Goals of Care Narrative' section is circled in red with the number '3' next to it. The text area contains a sample narrative: '09/06/19 17:49:40 I took this opportunity to have a conversation about goals of care. I used the Harvard/Ariadne labs "Serious Illness Conversation Guide" template. Summary of the conversation is as follows: What do you understand about your illness? He understands that his health has deteriorated in the last several months. He was taken'.

2

1

3

Ad Hoc Charting - zyxTestPatient, VITALSLINK

- Advance Care Planning/Goals of Care
- PED Degree of Interventions
- Primary Adult Vitals Height Weight
- Risk of Violence Screening Tool

This is what it looks like for physicians. If you can't find it, please call or email me [rachel.carson@viha.ca](mailto:rachel.carson@viha.ca)

Chart Close

Goals of Care Narrative

Segoe UI

Goals of Care Narrative

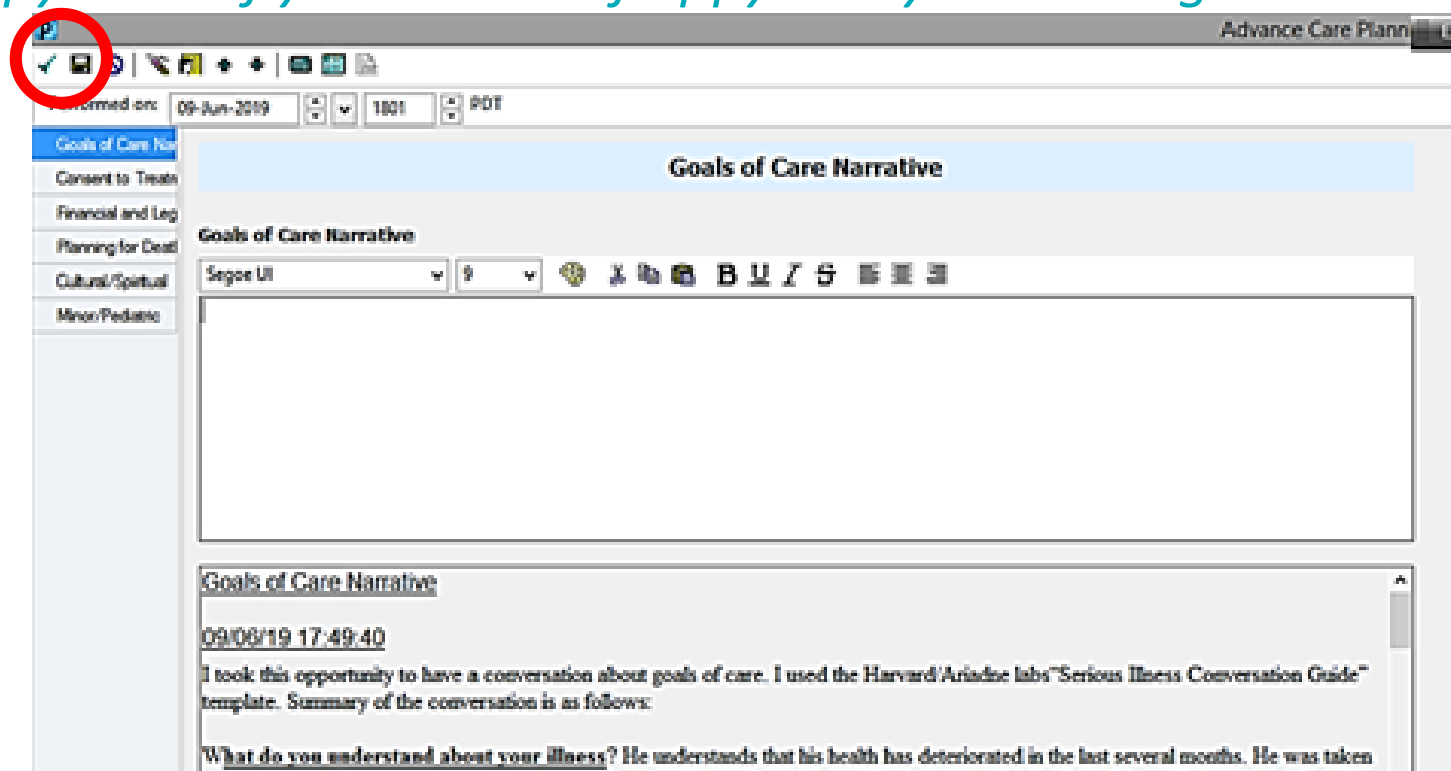
09/06/19 17:49:40

I took this opportunity to have a conversation about goals of care. I used the Harvard/Ariadne labs "Serious Illness Conversation Guide" template. Summary of the conversation is as follows:

What do you understand about your illness? He understands that his health has deteriorated in the last several months. He was taken

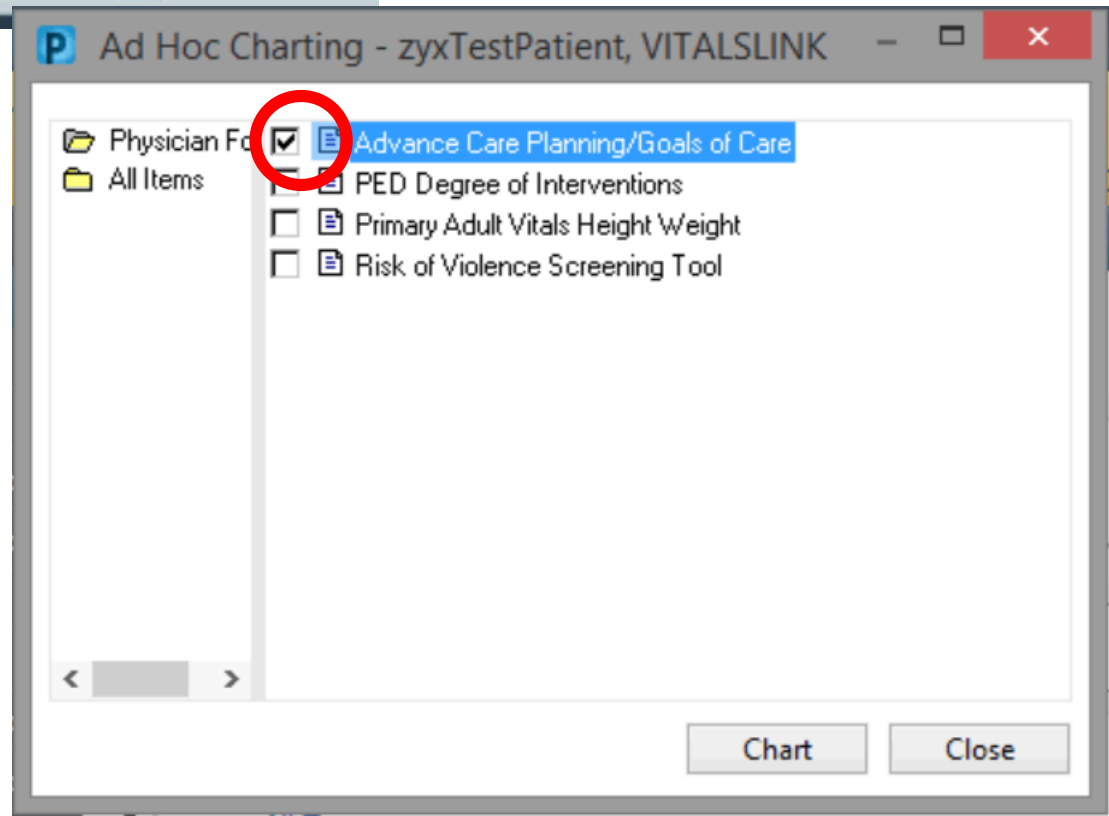
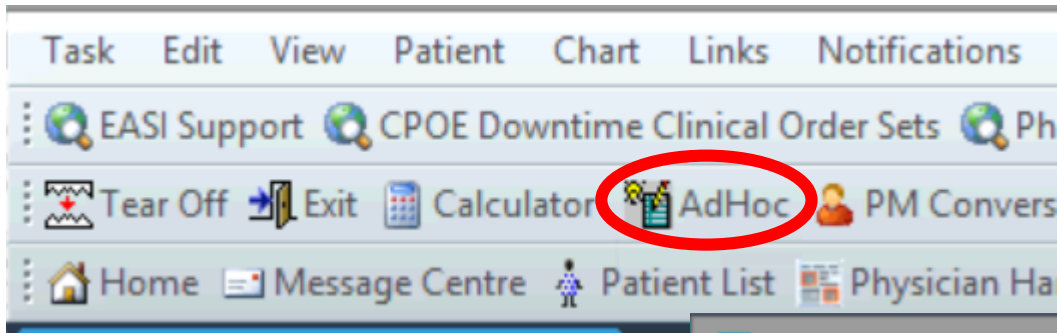
**ANYONE** (nurse, social worker, MD, NP, dietitian, PT etc) can use this form to enter information about a Goals of Care conversation they have with the patient, because Advance Care Planning is a team sport!

The most recent note is visible underneath for reference, with cues for the components of the “Serious Illness Conversation” template underneath that. Sign it by clicking the checkmark (*NOT the floppy disc! If you click the floppy disc your work gets hidden*)



The screenshot shows a software interface for "Advance Care Planning". At the top right, the title "Advance Care Planning" is visible. Below the title bar is a toolbar with various icons; a red circle highlights a checkmark icon. The main content area is titled "Goals of Care Narrative" and contains a large text input field with a rich text editor toolbar above it. Below the input field, there is a preview of a recent note titled "Goals of Care Narrative" with a timestamp of "09/08/19 17:49:40". The preview text reads: "I took this opportunity to have a conversation about goals of care. I used the Harvard/Ariadne labs 'Serious Illness Conversation Guide' template. Summary of the conversation is as follows: What do you understand about your illness? He understands that his health has deteriorated in the last several months. He was taken

# Doctors/NPs can document a GOC conversation by creating a new ACP form from the “AdHoc” menu:



This is what it looks like for some physicians – 3 clicks to open



Doctors/NPs may also want to put the Goals of Care Discussion as part of their main consult / progress note then copy (CTRL-C) and paste it into the ACP/Goals of Care form box

Why? Because the ACP/Goals of Care form can't be copied to someone outside of iHealth (e.g. to family physician office office) the way a physician consult can.

Only an MD/NP document (not a form) can be sent out electronically to physician offices, so if you want to send a summary of the discussion to the GP, the MD/NP has to put it in a note, and copy that to GP then cut and paste it into the ACP form

Nursing or allied health documentation can only be sent out to physician offices by printing and faxing

# Who are you going to call?



Emergency Contacts in Cerner are:

- Different from substitute decision makers (neighbour vs relative in Toronto)
- unreliable (“ghost contacts” ... spooooooky)
- encounter-specific (not patient-level like the allergy record)
- not editable by clinical staff (only NUAs/patient-placement staff have access)

Record potential temporary substitute decision makers (TSDMs) and their contact info in the ACP form (Consent to Treatment section)

Advance Care Planning/Goals of Care - zyxTestPatient, VITALSLINK

\*Performed on: 24-Oct-2019 1735 PDT By: Carson DR, Rachel Colleen

Goals of Care Narrative  
**Consent to Treatment**

Representatives - Health and Personal Care

Name of Appointee/ Representative	Telephone Number(s)	Address
Jack Peralta		

Documents - Health

Document Name	Comments/Exact Location of Document
Advance Directive	
Written expression of wishes	
Religious, Cultural, or Ethnic Beliefs	
Provincial No CPR Form	
Paper MOST	
Support/Assistance Court Order	

Potential Temporary Substitute Decision Makers Potential TSDMs may be listed in any order and will be sorted based on the date of last contact.

Potential TSDM	Name	Relationship	Eligible?	Reason Ineligible	Additional Doc Location and Date/Time	Phone Number(s)
Potential TSDM A	Jake Peralta	son	Eligible			250-655-2222
Potential TSDM B	Roger Peralta	ex husband	Possibly eligible, verify	estranged		250-222-4444

Results Review

Flowsheet: Provider Advance Directive Inform... Level: Provider Advance Directive Inform... Table Group List

Showing results from (11-Jun-2019 - 24-Oct-2019) Show more results

Goals of Care Narrative  
**Potential TSDMs - Unranked**

Potential TSDM A Name	Potential TSDM A Relationship	Potential TSDM A Eligible?	Potential TSDM A Phone Number	Potential TSDM B Name	Potential TSDM B Relationship	Potential TSDM B Eligible?	Potential TSDM B Reason Ineligible	Potential TSDM B Phone Number	Potential TSDM C Name	Potential TSDM C Relationship	Potential TSDM C Eligible?	Potential TSDM C Phone Number	Potential TSDM D Name	Potential TSDM D Relationship	Potential TSDM D Eligible?	Potential TSDM D Phone Number
Jake Peralta	son	Eligible	250-555-2222	Roger Peralta	ex husband	Possibly eligible, verify	estranged	250-222-4444	Amy Santiago	daughter in law	Eligible	250-111-1111	Raymond Holt	friend	Eligible	250-888-7777