Proactive Advance Care Planning for Patients Undergoing Chemotherapy: A Focus on Health Care Power of Attorney

Authors: Emily Loehmer, MAPP, MS, RD, Monica Malec, MD

Problem & Relevance

• Advance Care Planning (ACP) is a process that allows patients to express their values & preferences for any future medical care. ACP is especially important for patients undergoing chemotherapy, as they are at increased risk of mortality.
• While ACP conversations can be uncomfortable, identifying a Health Care Power of Attorney (HPOA) can serve as the first step in ACP, opening dialogue between patients, their families, and providers about care a patient wishes to receive or not receive as their prognosis changes.
• Currently, only 11% of all UCM patients with a cancer diagnosis in the last 3 years have an HPOA documented.
• This project aligns with the AOP by delivering patient-centered care to meet individual needs of each patient, improving coordination of care, preventing harm, and enhancing patient and family experience by responding to patients who prefer less aggressive medical therapy in a timely manner.

Goals

1. Work with multidisciplinary team to develop workflow to proactively collect HPOAs from patients undergoing chemotherapy.
2. Increase the percentage of new and total Medical Oncology patients undergoing chemotherapy who have a signed Health Care Power of Attorney Form in the EMR by July 31, 2021.
3. Increase provider, staff, patient, and family comfort with initiating and completing ACP conversations.

Patient Facing Materials

1. Normalize Advance Care Planning
   - Patient Access Specialist asks about HPOA pre-visit
   - RNs receive training on initiating ACP conversations
2. Increase Access to Resources
   - Updated public facing website
   - New patient & staff education
   - MyChart ACP Module w/resources
3. Improve In-Clinic Experience
   - In-Clinic discussions w/oncology care team
   - HPOA information provided in new patient binder
4. Co-located Materials
   - Interoperability w/ACP Navigator (Epic) & MyChart
   - Patient & provider resources, patient legal documents, & ACP notes available in ACP Navigator

Results To Date

1. The percentage of both new and return patients with HPOAs increased modestly for Orland Park IV Therapy and Medical Oncology while there was little change for Hyde Park IV Therapy & Medical Oncology.
2. While there is month-to-month variation, the percentage of new patients with a HPOA after a visit at Orland Park is trending upwards.

Next Steps

• Feedback from a brainstorming session with nursing staff will be incorporated into the current process to provide additional targeted education and conversation tips for ACP with Patient Access Specialists, RNs, and providers
• Additional patient-facing materials promoting ACP will be developed and displayed in all outpatient settings and on MyChart
• Survey RNs and providers on comfort level w/initiating ACP conversations
• Collect data on HPOA submissions via MyChart ACP module

Acknowledgements

• We would like to thank Syliva Davis, Marcus Paschal, Melissa Arangoa, Shayla Hampton, Dr. Monica Malec, Sheneea Seals, Kate Cialkowski, Lori Zavala, Katie Buckley Monda Summer, Julie Cha tossing, Dr. Bruce Polite, Mary Sheehan, Rose Cordi, Pujitha Kalakuri, Carla Gazes, Marina DePablo, Louise Heelan, Lisa Sandos, Clovis Sarmiento