

Improving ACP and GCD with a focus on Heart Failure Home Care Team Process

A Novel Collaborative Project

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INTRODUCTION

- Team process barriers, such as lack of time and role confusion, are frequently perceived barriers for clinicians engaging in Advance Care Planning (ACP) and Goals of Care Designation (GCD) conversations and documentation.
- We addressed these barriers via a demonstration team process improvement project undertaken with the Calgary Zone Heart Failure Home Care Team.
- We sought to improve both patient-oriented, healthcare provider and process outcomes regarding ACP and GCD.

DESCRIPTION OF THE INITIATIVE

- Partnership between AHS Improvement Way Team (AIW), AHS Simulation Team (eSIM), AHS ACP GCD educators, ACP CRIO researchers and the Calgary Zone Heart Failure Home Care team.
- Process mapping was used to understand current ACP and GCD processes, and identify gaps and targets for improvement. Goals for improvement set (see table below).
- The team brainstormed potential solutions to improve ACP/GCD conversations and documentation flow, and used a priority matrix to identify Quick Wins/Gems/Major Projects.
- Over 3 months higher impact, lower effort changes were implemented, with measures made before/after.
- The team participated in ACP GCD best practices and "Serious Illness Conversation Guide" education. New processes and team function were enhanced via Simulation.

KEY FINDINGS

Measure	Baseline	Goals	Results
Tracking Record use	1/8 pts	↑10%	5/12 pts (Goal met)
Patients aware of GCD	4/8 pts	↑10%	5/12 pts (Goal not met)
Competing priorities as barrier	6/6 clinicians	↓10%	1/3 clinicians (Goal met)
Role confusion as barrier	5/6 clinicians	↓10%	2/3 clinicians (Goal met)

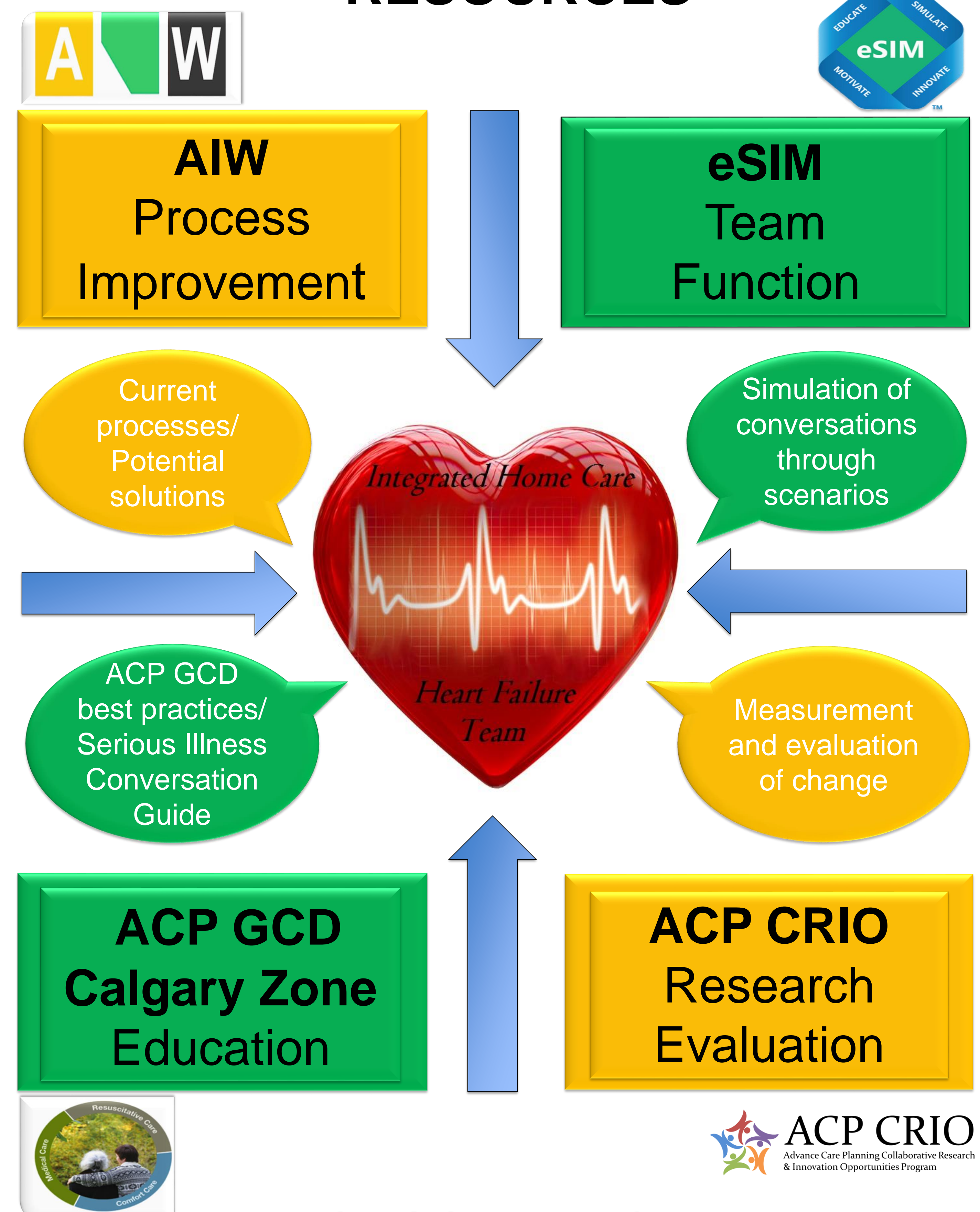
- Small amounts of data highlight the challenges of data collection in this setting and within this small team.

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TEAM PROCESS IMPROVEMENT

LEVERAGING LOCAL AHS RESOURCES



CONCLUSIONS

The process of engaging stakeholders and resource teams as collaborative partners in the identification of a problem and the design and implementation of change is a successful strategy.

Opportunities are available for palliative care teams to collaborate similarly with AHS resources (AIW, Simulation Team etc.) to create an integrated approach to improving patient care, in ACP GCD and other important clinical processes. *What does your team want to improve?*

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