Let's Talk! Engaging the Community in Advance Care Planning Through Games.

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Let’s Talk! Engaging the Community in Advance Care Planning Through Games

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STATEMENT OF THE PROBLEM

Background:
According to national literature, only 7% of people report having an end of life (EOL) conversation with their doctor and only 23% of people have put their wishes in writing. Recent data collected within Lehigh Valley Health Network (LVHN) is well aligned with the national data. 
- 74% of patients do not have a living will or power of attorney
- 93% have never had a doctor ask them about their EOL wishes
- 60%, "strongly agree" that they would find an advance directive (AD) useful for their families
- 78% of those without an AD, "just have not thought about it"

This quality improvement project is part of a network-wide initiative on advance care planning (ACP).

Problem Statement:
There is a lack of knowledge regarding ACP attitudes, understanding, planning, and conversations in the community.

Objectives:
- Address gaps in knowledge and comfort with conversations about ACP and EOL planning
- Prepare community members for more effective actions toward, ACP?

Study Questions:
- What is the perceived effectiveness of the game, "Hello"?
- What are the perceived barriers to having these conversations?
- What is the current state of attitudes, knowledge and skills regarding ACP?

Methods

Setting:
- Convenient and comfortable venues for target population of adults aged 65 years old and greater
  - a continuing care community
  - an active life community center

Intervention:
- "Hello" Conversation Game

Data Collection:
- Pre-intervention surveys: demographics and baseline perception of ACP conversations
- Post-intervention surveys: subsequent perception of ACP conversations and an open-ended question
- Follow-up phone calls: interval perception of ACP conversations and impression of ACP event

Data Analysis:
- A mixed methods study was performed
  1) Quantitative data
     - Participant demographics
     - Summarized responses to questions gauging knowledge, attitudes, and comfort about ADs and ACP
  2) Qualitative data
     - Consisted of free response text from the post-surveys as well as quotes from the follow-up phone conversations
     - Used inductive and deductive approaches to elicit themes

RESULTS

Demographics

<table>
<thead>
<tr>
<th>AGE</th>
<th>HEALTH STATUS</th>
<th>AD</th>
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Barriers to ACP

Survey Results

Table 1. Survey Responses

<table>
<thead>
<tr>
<th>Question</th>
<th>Mean</th>
<th>Median</th>
<th>Range</th>
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Word Cloud Game

RESULTS

CONCLUSIONS & RECOMMENDATIONS

- There is a broad spectrum of attitudes, knowledge, and skills regarding ACP
  - LVHN can engage more diverse populations within the community through broadening the reach of ACP events

- Many barriers were identified related to patient-centered care, the healthcare system, and clinicians that need to be further investigated
  - LVHN needs to examine its culture of care to address these barriers

- The "Hello" Conversation Game is an effective method of engaging participants in conversations about ACP

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