



What Matters Most:
Engaging in Important Conversations &
Advanced Care Planning with Our Elders



Session Agenda

- Overview & Background
- The Serious Illness Conversation Guide
- System Implementation of the Serious Illness Care Program
- The *What Matters to Me* Workbook

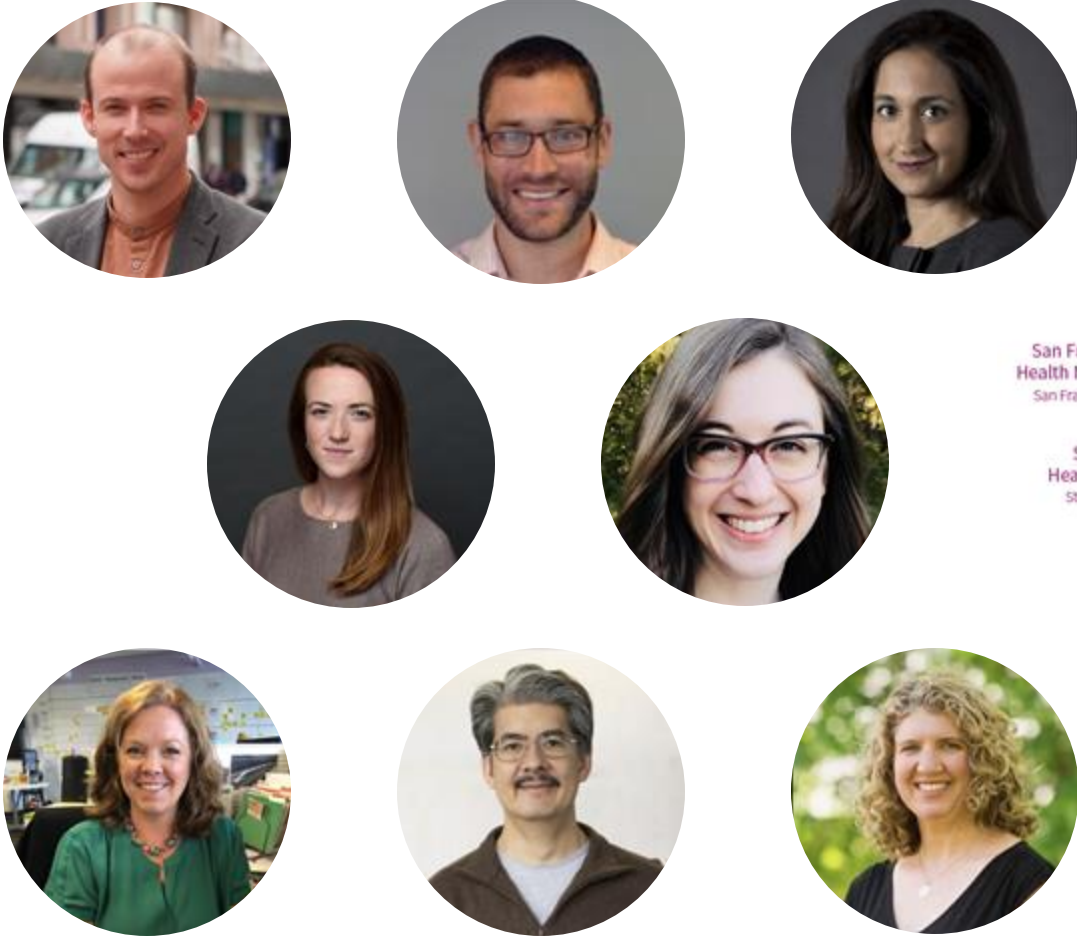
Who We Are

Ariadne Labs is a joint center for health systems innovation at Brigham and Women's Hospital and the Harvard T.H. Chan School of Public Health

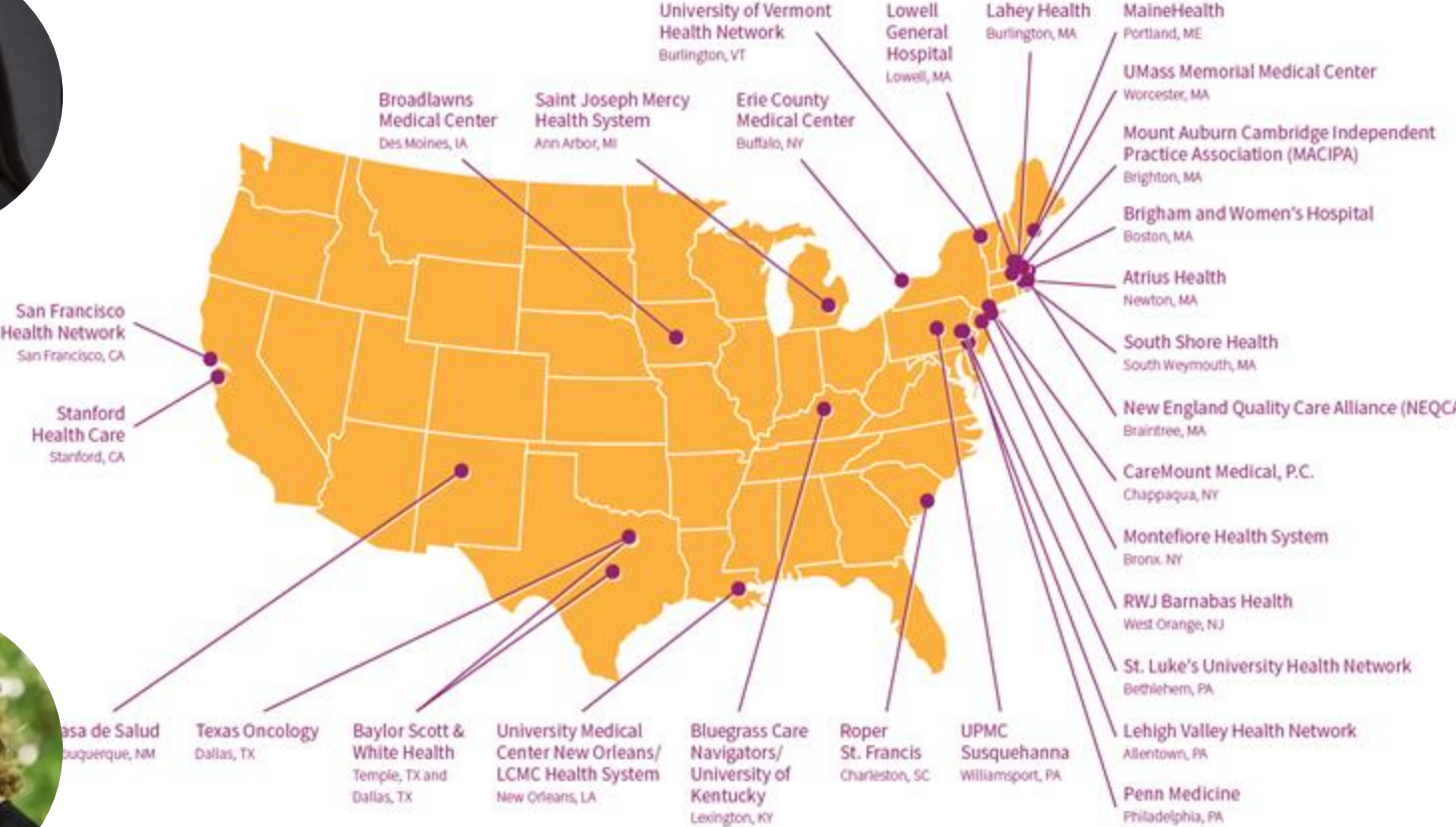


Serious Illness Care Program (SICP)

Our Team



Our Partners

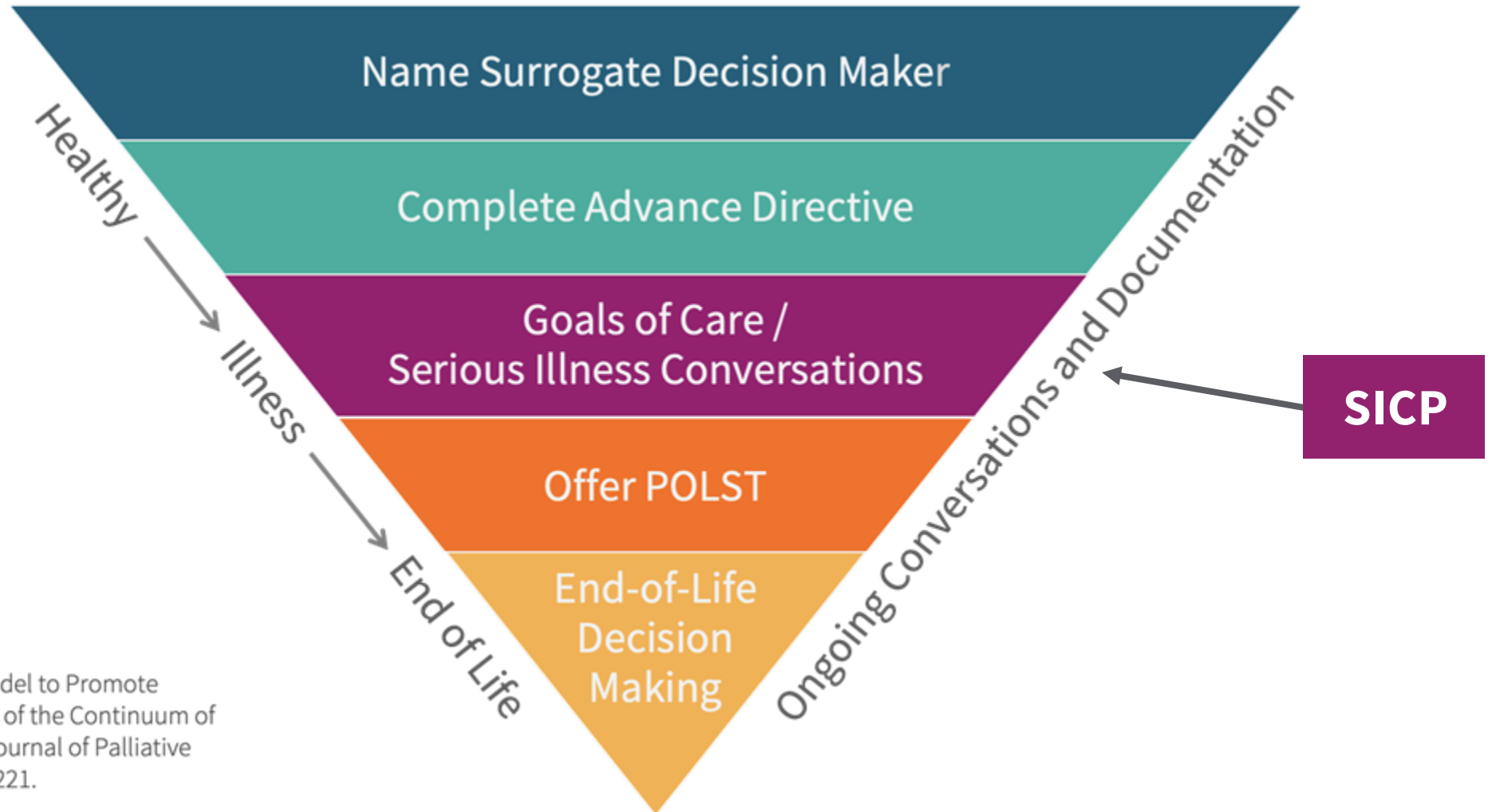


We envision a world
where **every**
person affected by
serious illness
feels known and
cared for on their
own terms



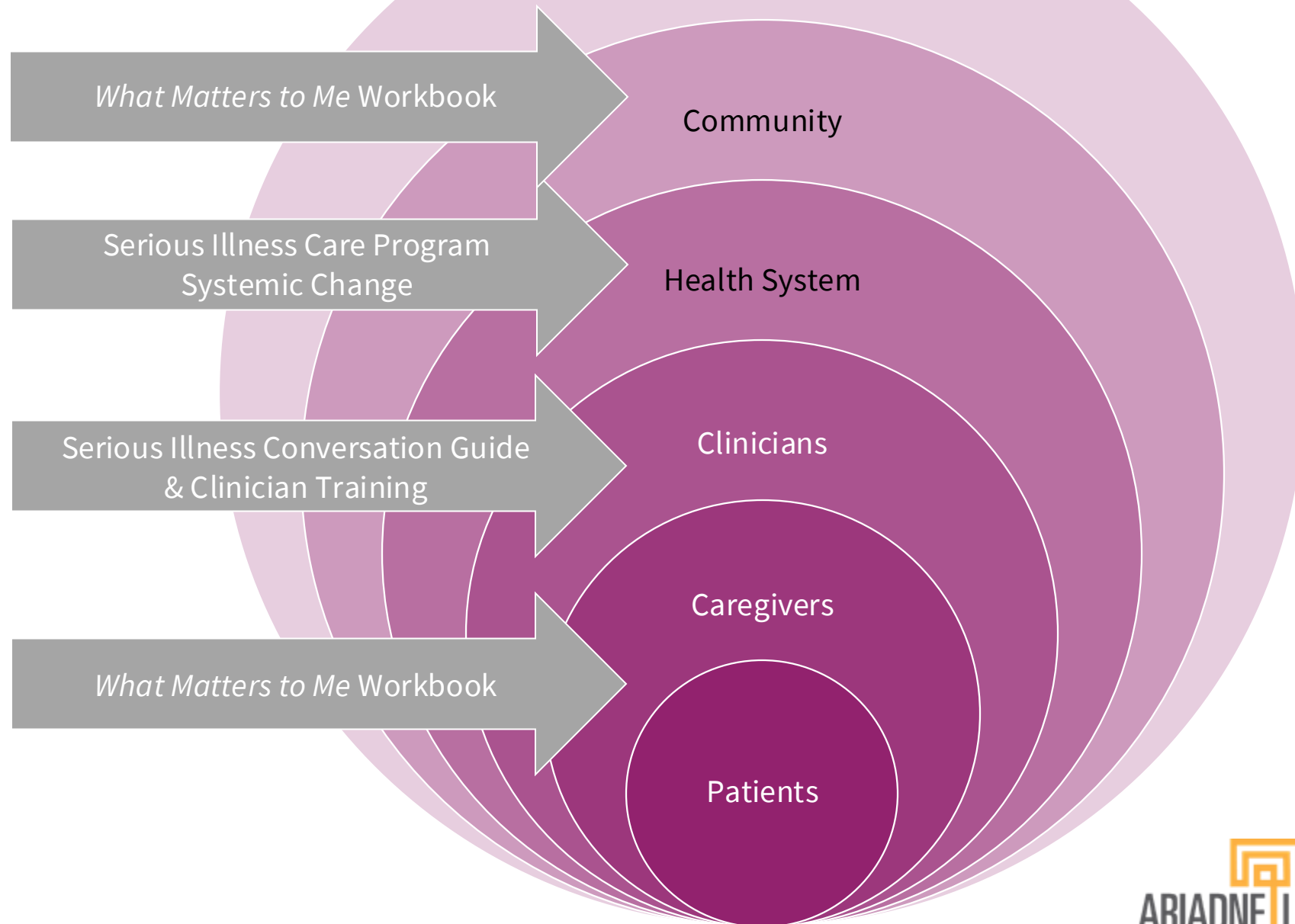
Continuum of Advanced Care Planning:

What do we mean by 'serious illness conversations?'

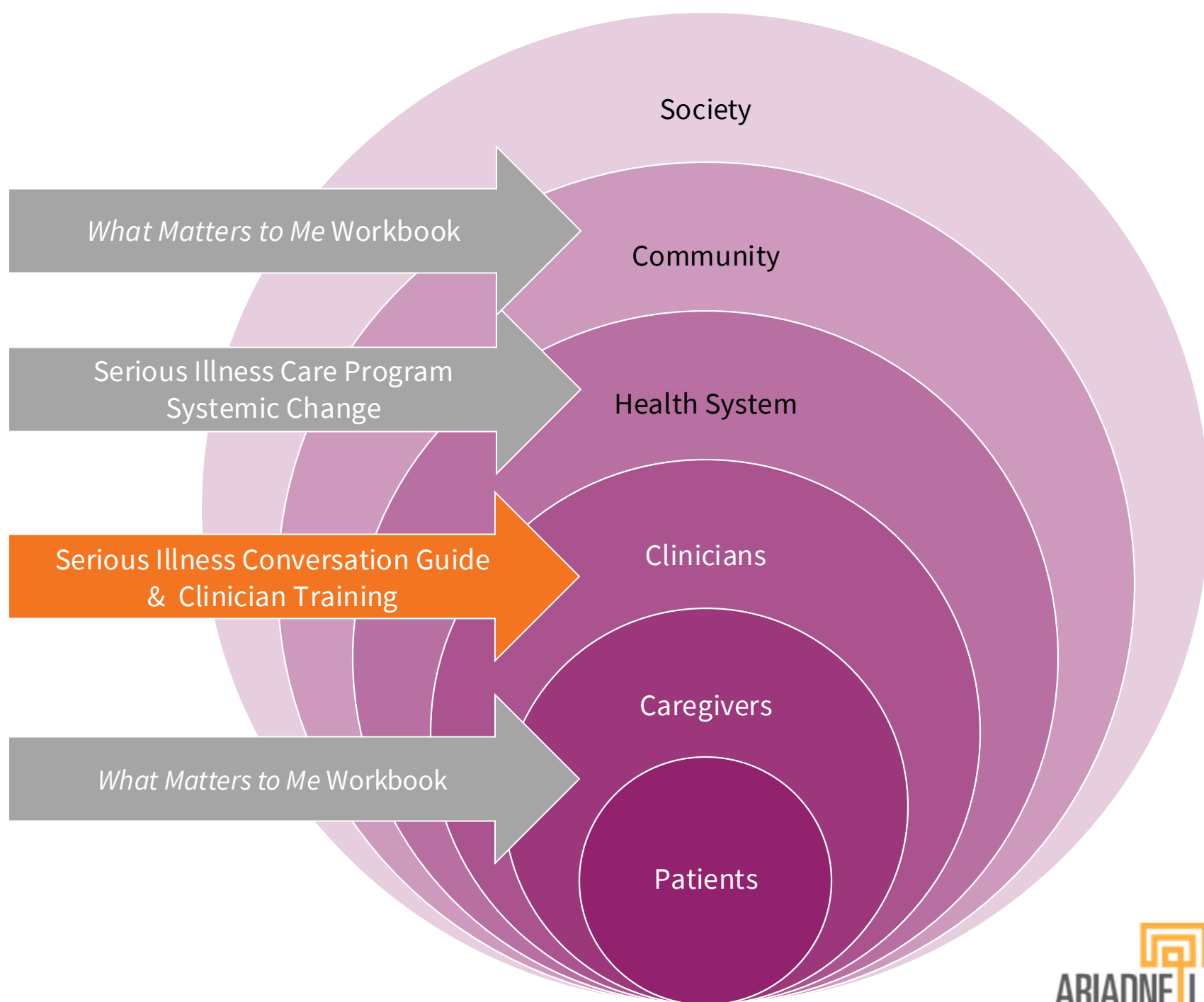


Izumi S, Fromme EK. A Model to Promote Clinicians' Understanding of the Continuum of Advance Care Planning. *Journal of Palliative Medicine*. 2017;20(3):220-221.

Multi-level approach to improving Serious Illness Care



Multi-level approach to improving Serious Illness Care



The Serious Illness Conversation Guide (SICG)

An Evidence-Based Communication Tool for Clinicians

Serious Illness Conversation Guide

PATIENT-TESTED LANGUAGE

SET UP "I would like to **talk together** about what's happening with your health and **what matters to you. Would this be ok?**"

ASSESS "To make sure I share information that's helpful to you, can you tell me **your understanding** of what's happening with your health now?"

"How much **information about what might be ahead** with your health would be helpful to discuss today?"

SHARE "Can I share my understanding of what may be ahead with your health?"

Uncertain: "It can be difficult to predict what will happen. **I hope you will feel as well as possible** for a long time, and we will work toward that goal. **It's also possible that you could get sick quickly**, and I think it is important that **we prepare** for that."

OR

Time: "I **wish** this was not the case. I am **worried** that time may be as short as *(express a range, e.g. days to weeks, weeks to months, months to a year).*"

OR

Function: "It can be difficult to predict what will happen. **I hope you will feel as well as possible** for a long time, and we will work toward that goal. **It's also possible that it may get harder to do things** because of your illness, and I think it is important that we prepare for that."

Pause: Allow silence. Validate and explore emotions.

EXPLORE "If your health was to get worse, what are your **most important goals?**"

"What are your biggest **worries?**"

"What **gives you strength** as you think about the future?"

"What **activities** bring joy and meaning to your life?"

"If your illness was to get worse, **how much would you be willing to go through** for the possibility of more time?"

"How much do the **people closest to you know** about your priorities and wishes for your care?"

"Having talked about all of this, **what are your hopes** for your health?"

CLOSE "I'm hearing you say that _____ **is really important to you** and that you are **hoping for** _____. Keeping that in mind, and what we know about your illness, **I recommend** that we _____. This will help us make sure that your **care reflects what's important to you. How does this plan seem to you?**"

"**I will do everything I can** to support you through this and to make sure you get the **best care possible.**"

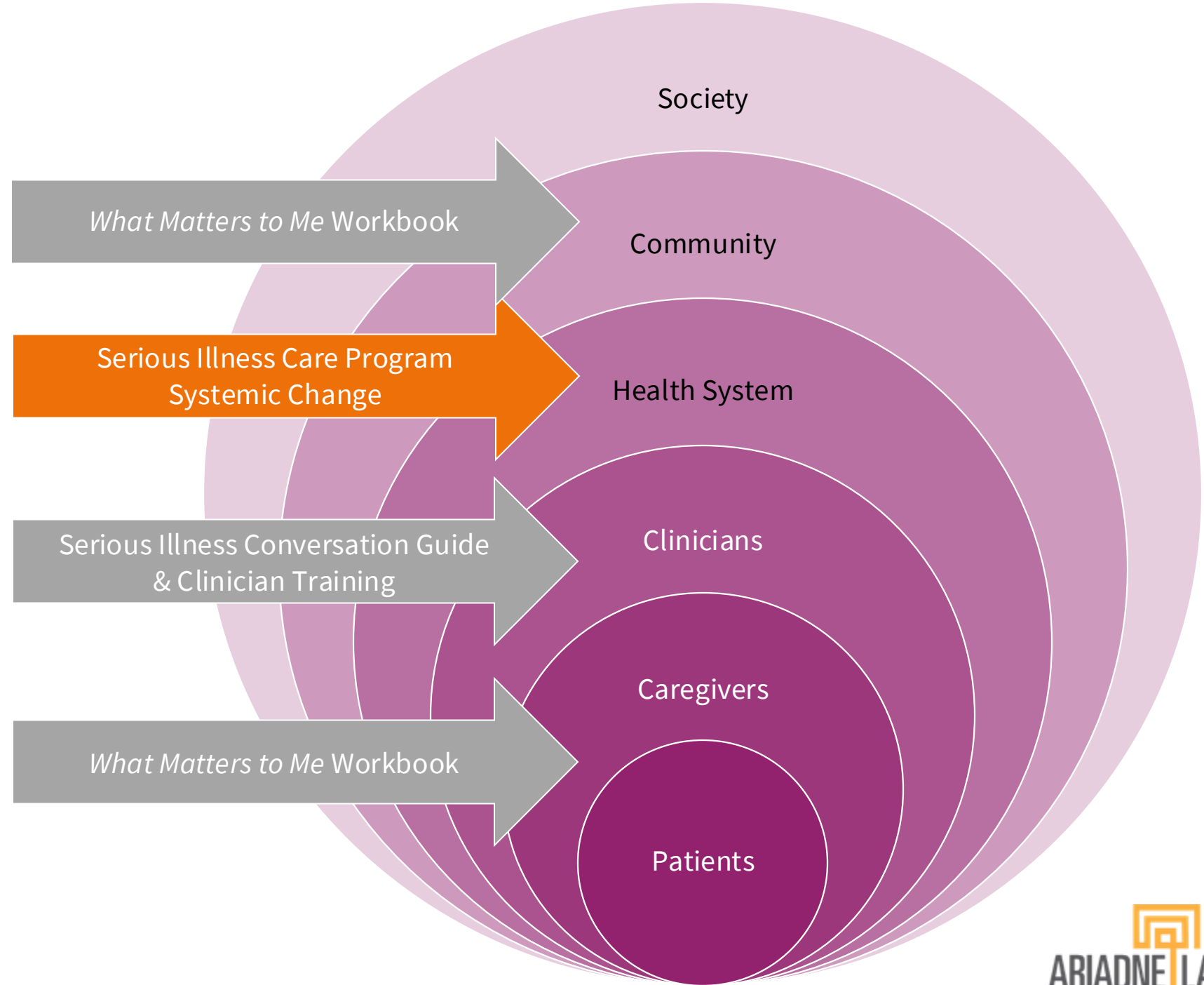
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ARIADNE LABS

- **Patient-tested**, person-centered language
- **Emotionally supportive** structure & flow
- **Concise, efficient, and pressure tested** in high stress clinical environments
- **Adaptable** for diverse patient populations and clinical contexts

Multi-level approach to improving Serious Illness Care



Expanding the impact of training

Creating a culture of Serious Illness Care

Training alone

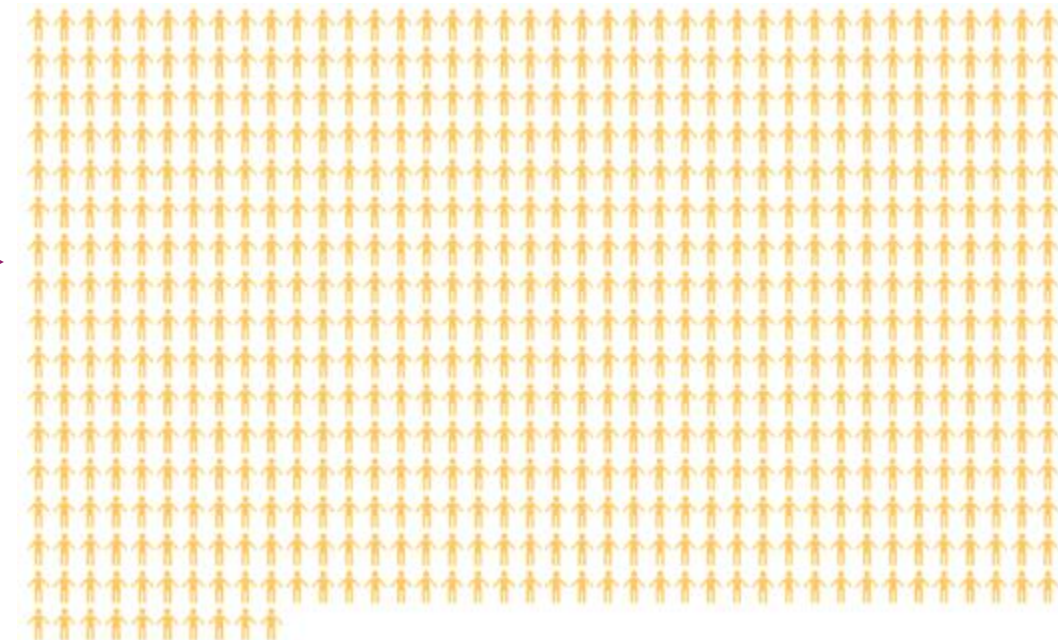
Of 50 clinicians trained, **only 5** clinicians integrate serious illness conversations into their practice.



100 patients impacted

Training + systems change strategies

Of 50 clinicians trained, **30** clinicians integrate serious illness conversations into their practice.

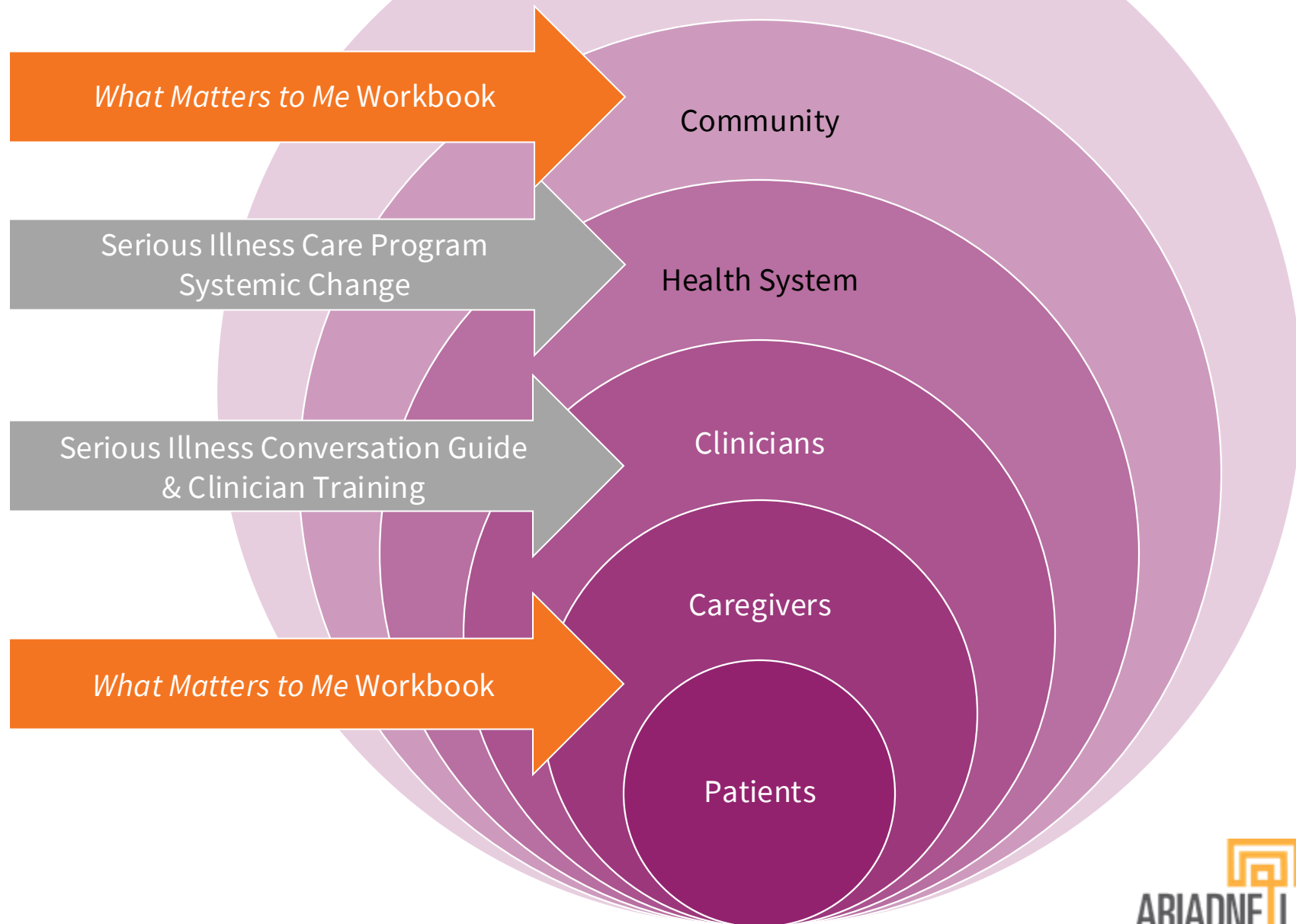


650 patients impacted

Program Implementation | Content Domains



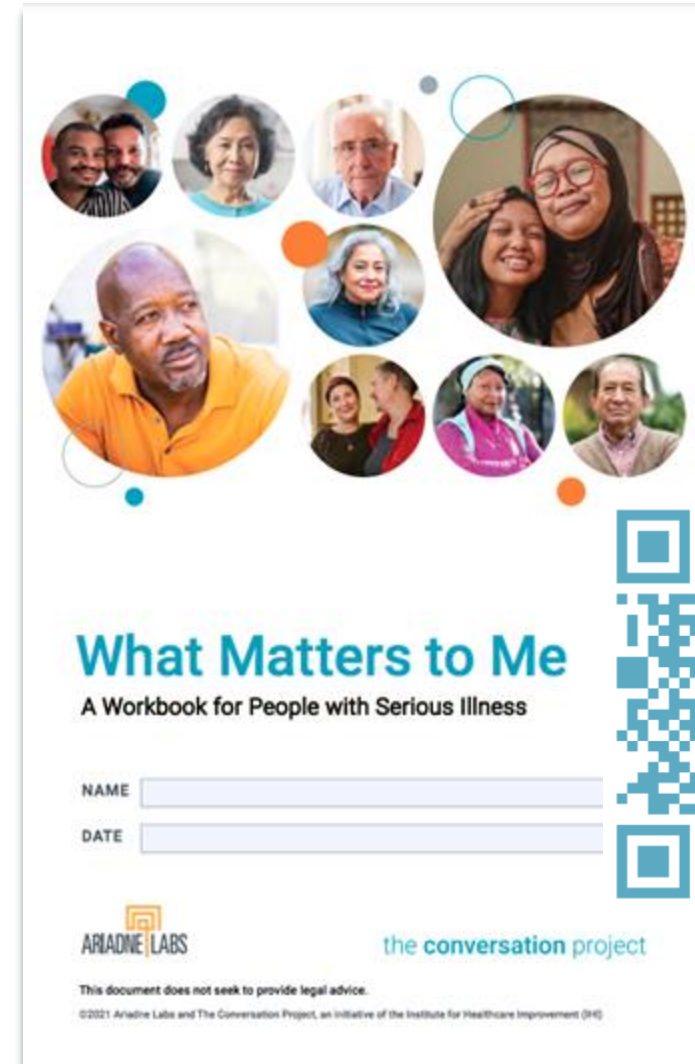
Multi-level approach to improving Serious Illness Care



The What Matters to Me Workbook

Preparing the Patient

- Helps patients and family or caregivers think and talk about *what matters most to them*, so they are prepared to share that information with their health care team and advocate for themselves
- Mirrors the Serious Illness Conversation Guide with simple language and structure



The *What Matters to Me* Workbook: Quote from a daughter/caregiver



“...I had the privilege of going through [the Workbook] with my mom during a hospital stay a few months before she died.”

“[doing that] helped prepare both of us for those hard conversations with her oncologist and the palliative care team. We were able to be aligned, along with her team, in making those hard end-of-life decisions.”

“It really helped both of us stay on the same page. And led to some really profoundly hard but beautiful conversations, including one with a palliative care doc in the hospital who later told our oncologist that the 10-15 minutes he spent with us were the exact reasons why he went into this field to begin with. The [Workbook]...allowed us to have that meaningful, dignified, powerful conversation.”

THANK YOU!

Please reach out to collaborate with us.
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