

Crucial Elements of End-of-life Conversations

COVID-19 Workshop Series

May 7, 2020



- Healthcentric
Advisors
- Qlarant

This material was prepared by the IPRO QIN-QIO, a collaboration of Healthcentric Advisors, Qlarant and IPRO, serving as the Medicare Quality Innovation Network-Quality Improvement Organization for the New England states, NY, NJ, OH, DE, MD, and the District of Columbia, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy. 12SOW-IPRO-QIN-T1-AA-20-55

Housekeeping



- Healthcentric Advisors
- Qlarant

For today's call, everyone is muted.

Chat Box

On the lower right side of your screen - for questions and comments

If we are unable to get to your question today, we will follow up with you

Let us know who's here today! Type your name, organization or facility and your role in the Chat Box!

The federally funded Medicare Quality Innovation Network – Quality Improvement Organization for 11 states and the District of Columbia

- Led by **IPRO**
- Joined by **Healthcentric Advisors (HCA)** and **Qlarant**
- Offering enhanced resources and support to healthcare providers and the residents and patients they serve
- Promoting patient and family engagement in care
- Supporting implementation and strengthening of innovative, evidence-based, and data-driven methodologies to support improvements

Crucial Elements of End-of-life Conversations

Our Speakers

Patricia Bomba
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Vice President and Medical Director,
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Excellus Blue Cross Blue Shield

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MHSA, NHA



Assistant Director, Healthcare Quality
Improvement

IPRO

Presentation Overview

Objectives



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What matters most to the resident

- Review principles of humanitarianism: save lives and prevent/alleviate human suffering
- Describe the process for having honest, compassionate conversations that result in medical orders that clarify resuscitation, respiratory support, and hospitalization preferences and a resident-centered care plan
- Apply effective communication skills and self-care strategies with residents, family, caregivers and staff



Professionalism

- Save lives
- Prevent and/or alleviate human suffering
- Honest conversations
- Compassion
- Ethical principles
- Hope for the Best
- Prepare for the Worst



Crucial Conversations Require Wisdom

Ancient Chinese Proverb

- When one prevents one's emotions from overtaking one's rationality it is called *reason*
- When one prevents one's rationality from overtaking one's emotions it is called *compassion*
- When one can do both, it is called *wisdom*



End-of-life Conversations

Pre-COVID 19

- Face-to-face
- Include family, medical decision-makers
- Team-based approach within scope of practice
- Authority & accountability
- May require a series of conversations



Shift to Telemedicine

Focused Conversations Required with COVID-19



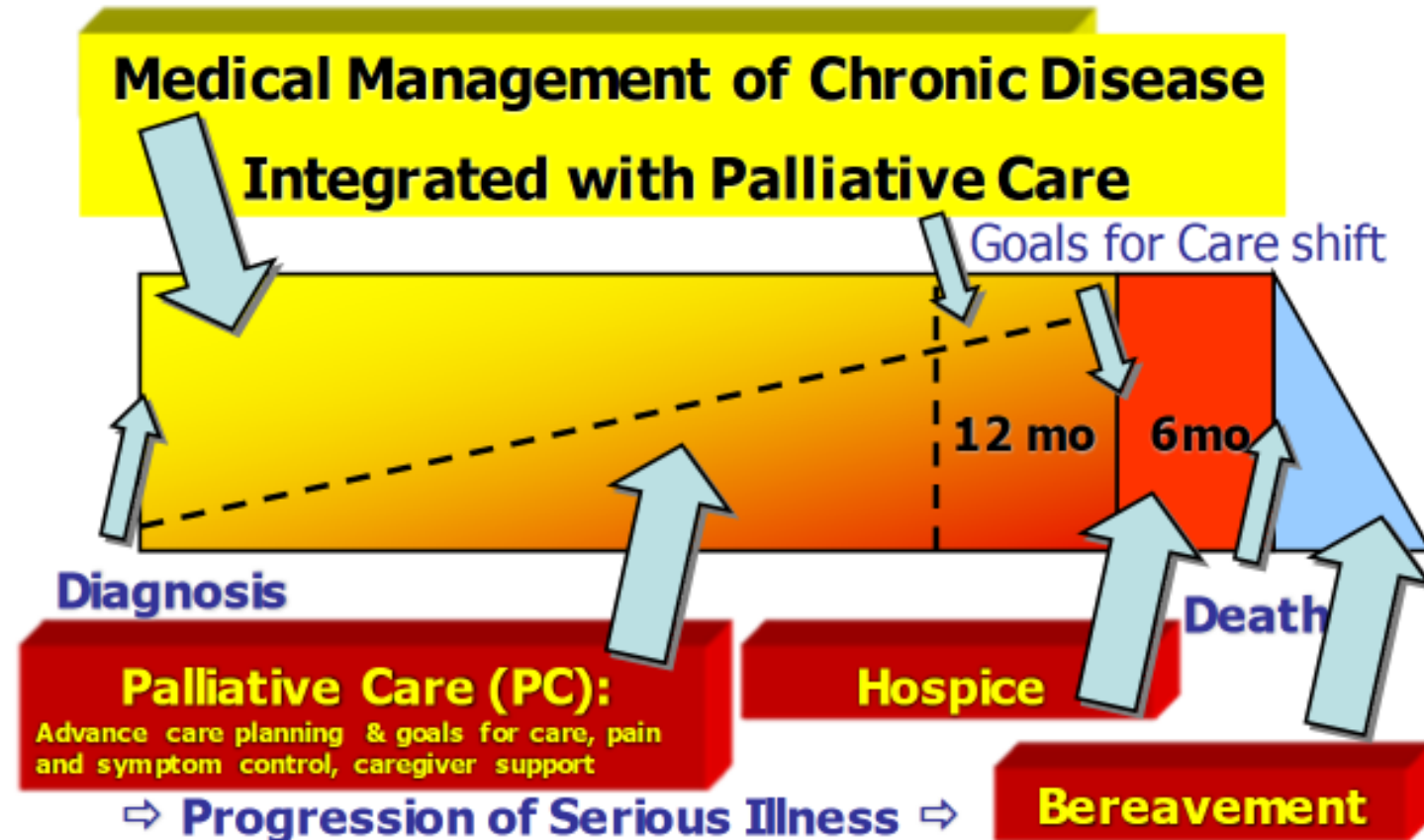
Palliative Care

Team based care: medical, psychosocial, spiritual

Three Key Pillars

1. Advance Care Planning
 - Advance directives
 - Medical orders
2. Pain and symptom management
3. Caregiver education and support

“Best Care” Model for Patients with Serious Illness



Advance Care Planning Population Health Approach

Advance Directives

(18 and older)

- Health Care Proxy
- Durable POA for Health Care
- Living Will

Medical Orders (MOLST)

(Advanced illness/frailty)

- Resuscitation
- Respiratory Support
- Hospitalization
- State POLST

Compassion, Support and Education along the Health-Illness Continuum



NY MOLST 8-Step Protocol

Communication Process



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Shared Medical Decision-Making & Informed Consent

1. Prepare for discussion
2. Determine what the patient and family know re: condition, prognosis
3. Explore goals, hopes and expectations
4. Suggest realistic goals
5. Respond empathetically
6. Use MOLST to guide choices and finalize patient wishes
7. Complete and sign MOLST
8. Review and revise periodically

Developed for NYS MOLST, Bomba, 2005; revised 2011

Bomba PA, Vermilyea D. JNCCN 2006;4(8):819-29; Bomba PA, Orem K. Ann Palliat Med 2015;4(1):10-21.

Communication Skills

Poor Prognosis and Low Survival Rate



Quality Improvement
Organizations

Sharing Knowledge. Improving Health Care.
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Consider COVID-19

- Express yourself clearly
- Use active listening skills
- Focus on achievable goals
- Manage unrealistic expectations
- Serve as an advocate
- Improve comfort level in discussing death and dying



Shared Decision-Making

Ethical Principles

- Will treatment make a difference?
- What are the burdens and benefits?
- Is there hope of recovery?
 - ✓ If so, what will life be like afterward?
- What are the resident's values and goals for care?



Nursing Home Residents

Survival Time

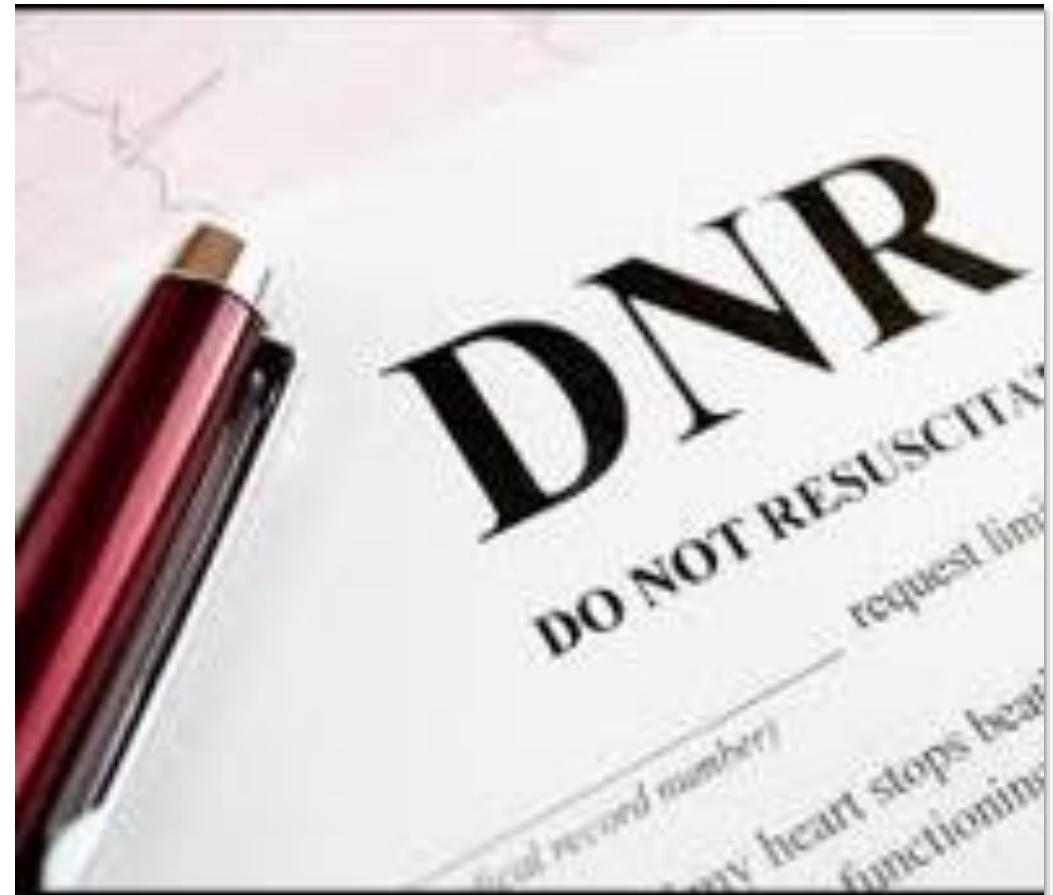
- Mean: about a year
- Median: much lower
- Roughly: 50% mortality rate

COVID-19 Current Data

- ~20% short-term mortality rate
- ~20% serious illness with survival and substantially worsened disability
- ~80% mortality rate of hospitalized patients requiring ventilators

Clarify

- Define CPR
- Success rate of CPR
 - ✓ Advanced illness $\leq 2.0\%$
 - ✓ Moderate frailty-terminal illness: $<2\%$
- Reality of COVID-19



Consider COVID-19

- Intubation & mechanical ventilation
- Noninvasive ventilation
- Trial period
 - ✓ determine if there is benefit
 - ✓ based on the patient's current goals for care



Resident Preference

- Do not send to the hospital
 - ✓ unless pain or severe symptoms cannot be otherwise controlled
- Send to the hospital
 - ✓ if medically necessary
 - ✓ follow medical orders



Care Plan

Palliation and Supportive Care





Self-Care and Resilience

“Put Your Oxygen Mask on First”

Critical for Crucial Conversations

- Take care of yourself
- Remind others to care for themselves
- Prepare for the discussion
- Be present
- Speak from your heart
- Lend your energy and your wisdom
- Act in a way that helps others to do the same
- Take time to decompress after an emotional exchange

Overcoming Barriers

Engage Providers

- ACP CPT codes
 - ✓ 99497 (first 30 mins)
 - ✓ 99498 (each additional 30 mins)
- HIPAA-mandated security requirements for telemedicine lifted
- Improved reimbursement for phone calls and telemedicine visits



Key Takeaways

What matters most to the resident

- Initiate honest conversations
- Use both sides of your brain
- Explain health status & prognosis
- Identify goals and values
 - ✓ humanize the relationship
 - ✓ improve decision-making
- Create medical orders
- Update the care plan
- Support families and loved ones
- Take care of yourself



Websites and References

Websites

[CompassionAndSupport.org](https://www.compassionandsupport.org) [Death and Dying](#)

[MOLST.org](https://www.molst.org) [8-MOLST Protocol](#)

[NYSeMOLSTregistry.com](https://www.nysemolstregistry.com)

[POLST.org](https://www.polst.org)

[Vital Talk](#) COVID-Ready Communication Skills

References on Life-Sustaining Treatment

- [Resuscitation](#)
- [Respiratory Support](#)
- [Dialysis](#)

CAPC [toolkit](#)

- Symptom Management Protocols: medications and starting doses for common symptoms
- Stepwise Protocols for Crisis Symptom Management
- COVID-19 Clinical Resources

“A hero is an individual who finds strength to persevere in spite of overwhelming obstacles.”

Christopher Reeves

**Thank you for being a hero in
the midst of the COVID-19 crisis.**

Questions?

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Upcoming COVID-19 Related Webinars

IPRO QIN-QIO

- **May 14: Using the COVID-19 NHSN Long Term Care Module**

Register <https://qi.ipro.org/blog/>

Institute for Healthcare Improvement (IHI)

- **COVID-19 Rapid Response Network for Nursing Homes: Daily National Huddle**

Register: <http://www.ihl.org/Engage/Initiatives/COVID-19-Rapid-Response-Network-for-Nursing-Homes/Pages/default.aspx>

- **Centering Equity in the Response to COVID-19**

Free *weekly* IHI Virtual Learning Hours with Derek Feeley and Don Berwick focused on what we're learning about effective responses to the COVID-19 pandemic.

Register: http://www.ihl.org/education/WebTraining/Webinars/Pages/mobilizing-to-respond-COVID-19.aspx?utm_source=IHI_Homepage&utm_medium=Rotating_Feature&utm_campaign=IHI_COVID

Visit our website to learn more

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