



Progress in Procuring a Proxy: Improvements in Surrogate Decision Maker Documentation

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INTRODUCTION

- Dying in the hospital is associated with high rates of unwanted end of life care ⁴
 - Advance Care Planning (ACP) affects goal concordant-care, patient satisfaction, patient safety and resource utilization ^{1,2}
 - Surrogate Decision Maker (SDM) information in the EHR should be in an easily accessible location, but often isn't ³
 - SDM documentation is an area of opportunity to enhance ACP and improve goal-concordant care at OHSU
- Objective
 - Improve ACP culture at OHSU by improving the process of surrogate decision maker (SDM) discussions and documentation
- Aim
 - Increase inpatient SDM documentation at participating pilot sites to greater than 70%

Figure 1 – Advanced Care Planning Navigator

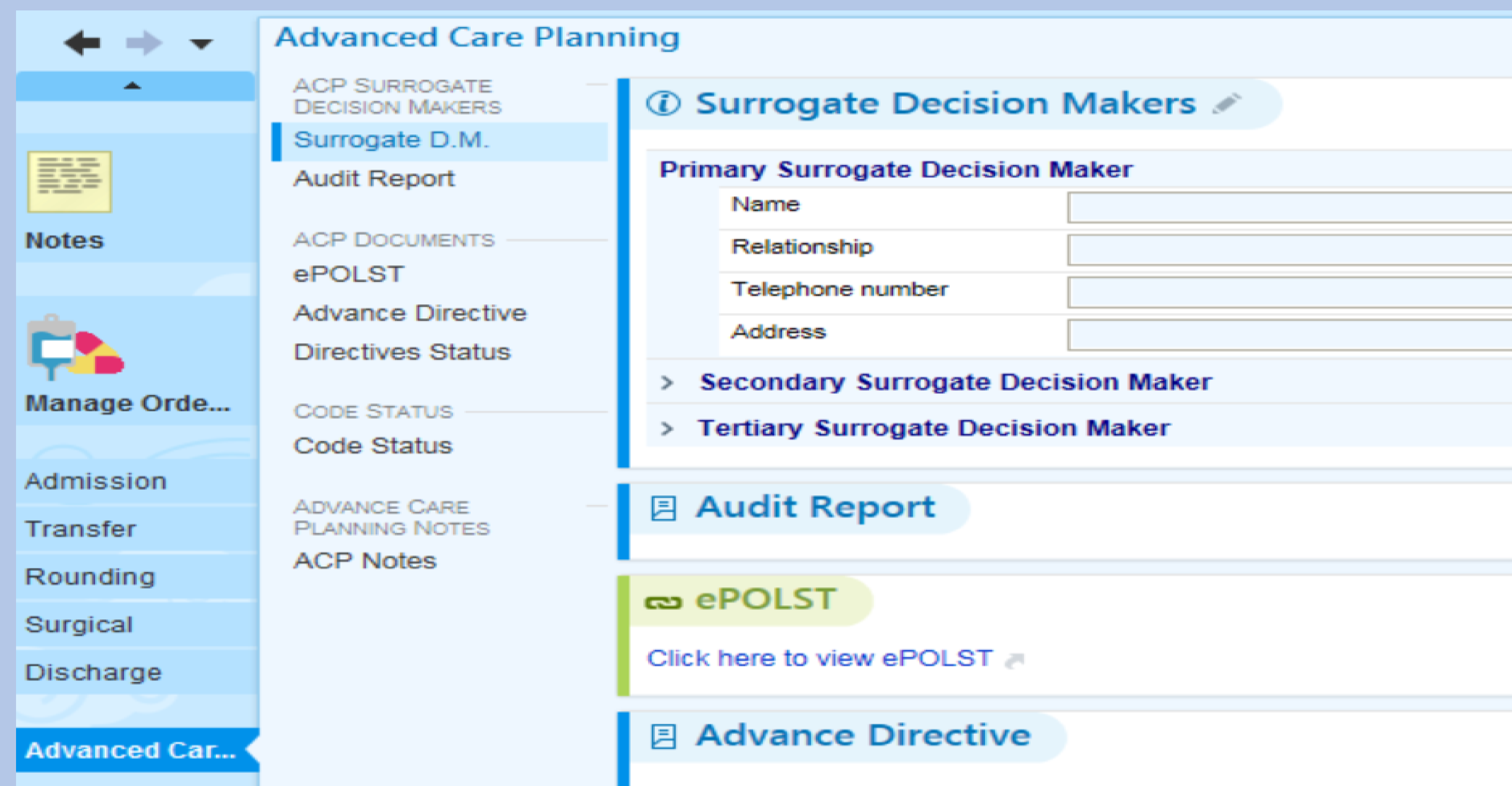


Figure 3a

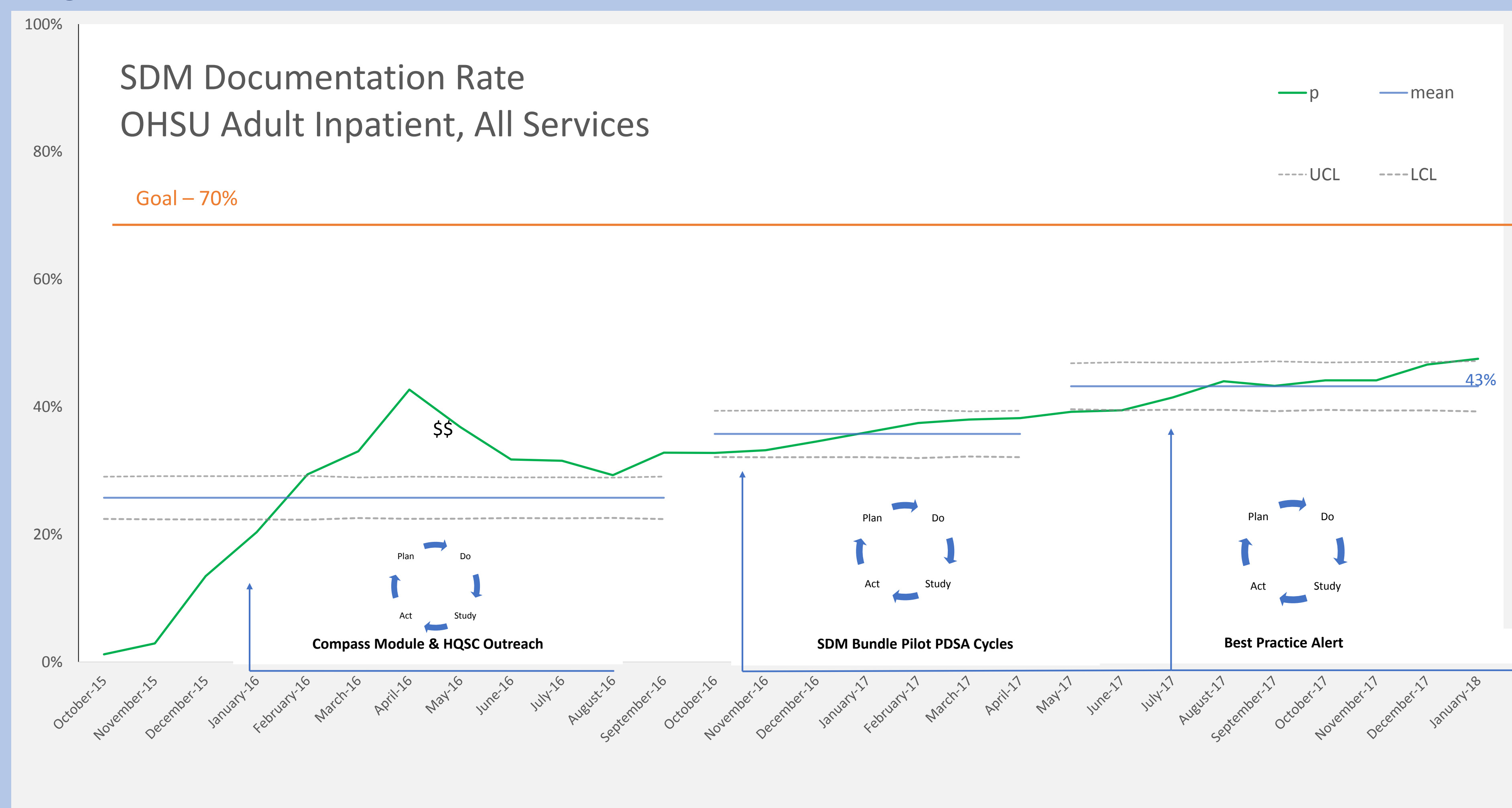
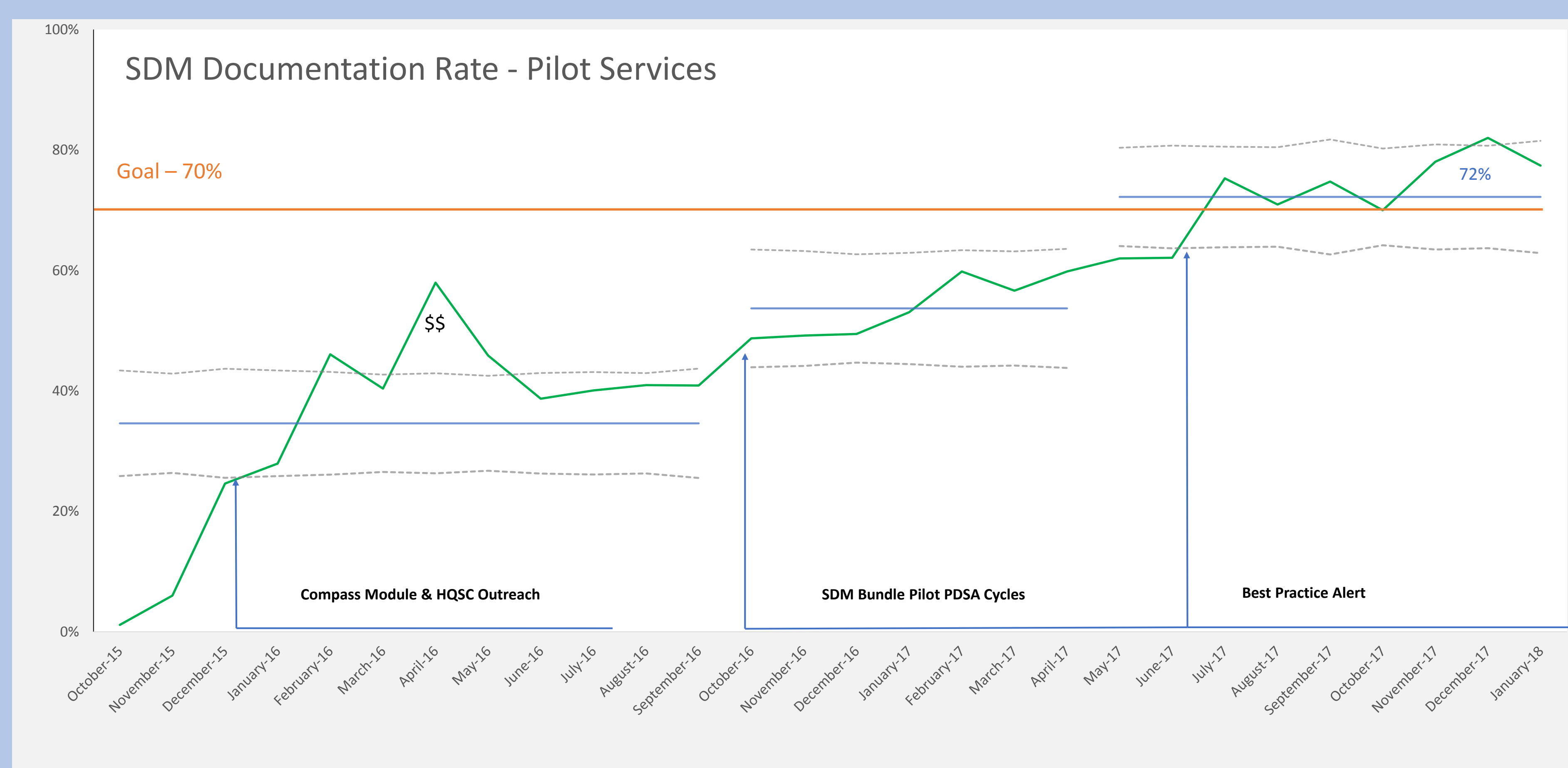


Figure 3b



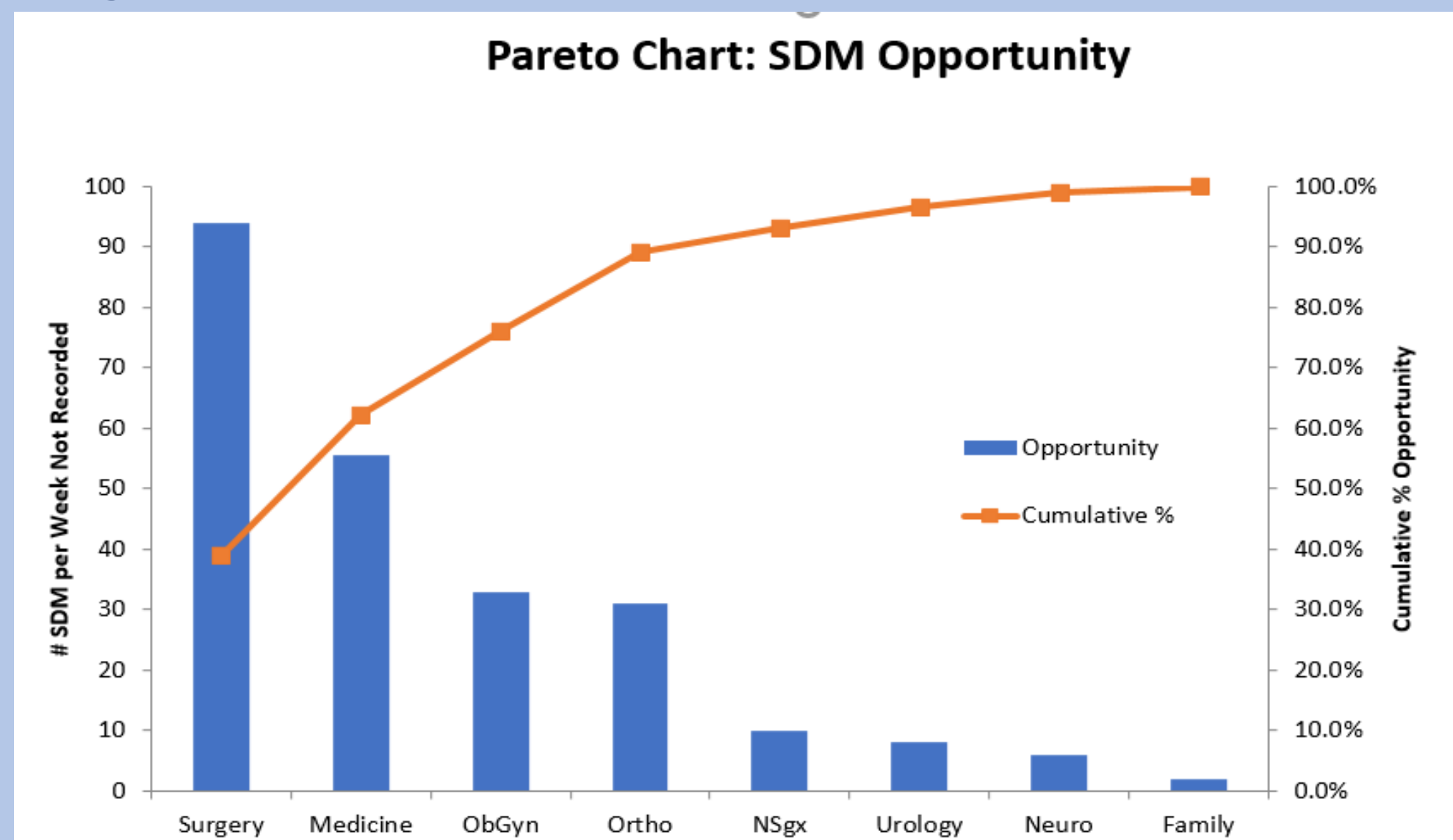
CONCLUSIONS

- Increase in SDM documentation
- Tailoring workflow to user needs is successful
- Anecdotal stories, provider surveys, and preliminary data suggest correlation between SDM documentation and patient satisfaction

NEXT STEPS

- Determine baseline patient satisfaction
- New pilot sites selected based on opportunity (Figure 4)

Figure 4



METHODS

- Iterative process improvement Plan Do Study Act (PDSA) cycles
- Metrics to test success
 - Percentage of patients with SDM documented in the ACP navigator for all hospitalized adult patients
- Measurement Tools
 - Survey
 - Database query,
 - Focus groups

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