

According to JAMA (2016), “surveys show that more than

7 in 10

people aged 65 years & older have not discussed end-of-life care with a physician and that

4 in 10

have not documented their end-of-life care wishes.”

When patients have participated in conversations about their **preferences for end-of-life care** that are clearly documented, and communicated widely, they are more likely to receive care consistent with their wishes. This has been associated with a **decrease in readmissions** to the hospital and aggressive interventions at the end of life.

Morrison, S., Dietrich, J., Ladwig, S., Quill, T. (2011). *Palliative Care Consultation Teams Cut Hospital Costs for Medicaid Beneficiaries* retrieved from <http://content.healthaffairs.org/content/30/3/454.abstract>

KFF. (2016). *10 FAQs Medicare's role in end of life care.* Retrieved from <http://www.kff.org/medicare/fact-sheet/10-faqs-medicares-role-in-end-of-life-care/>

Griffin, S., Cubanski, J., Neuman, T., ScD et al. (2016). *Medicare and End-of-Life Care.* Retrieved from <http://jamanetwork.com/journals/jama/fullarticle/2576570>

Preference-Aligned Communication and Treatment (PACT): Facilitating Advance Care Planning for Patients Facing Serious Illness

Communication gaps and inadequate care coordination inhibit informed decision making in ways that limit the ability of patients and families to align their care with their goals and values. This misalignment between the treatment provided and goals of care degrades the patient's experience of care and adversely affects key hospital metrics including avoidable ED/ICU admissions at the end of life, inpatient mortality, and patient/family satisfaction.

Telligen has partnered with Northwestern

Northwestern Medicine[®]

Feinberg School of Medicine

University to offer the Preference-Aligned Communication and Treatment (PACT) Project to improve communication skills and embed patient-centered conversations into care delivery systems. The project's mission is to foster a culture of care that ensures patients and families with serious illness participate in timely, effective, and sensitive goals of care conversations that are documented, translated into patient-centered care plans, and communicated across sites of care.

The PACT Project provides tools, skills training, and mentorship to participating providers to help them improve advance care planning practices within their healthcare system. Hospitals create project teams, implement PACT processes on a designated unit or patient population, provide opportunities for select clinicians and staff to receive communication skills training, and form collaborations with key post-acute care partners.

The PACT Project and participating institutions are committed to improving the quality and continuity of care received by patients living with serious illnesses. Over the course of the project, PACT hospitals and post-acute care providers will:

- Train and empower teams of care providers to improve their knowledge of advance care planning principles and confidence in facilitating goals of care conversations.
- Create systems to ensure patients are screened for unmet advance care planning needs, conversations are held and documented, and care is coordinated.
- Demonstrate meaningful improvements in health outcomes by aligning the care received at the end of life with patients' preferences.

The Preference-Aligned Communication and Treatment (PACT) Project was designed by a nationally recognized team of clinicians and educators at Northwestern. The PACT educational framework allows care providers to enhance their communication skills through self-guided learning modules, conversation guides, and training videos specific to the PACT process.

Join PACT Now!

Together, We Can Improve Care Transitions!



Benefits to Participating Healthcare Providers

Northwestern University and Telligen will provide guidance and support as you identify a project team, adapt and integrate the project tools, complete virtual communication skills training, and track process and patient outcomes. Changing culture regarding advance care planning is an ongoing effort and our goal is to ensure sustainability of the initiative beyond the culmination of the project in Fall of 2019. With PACT you can meet the needs of your patients and community while also maintaining your standing as a high-quality healthcare provider by participating in this innovative pilot project.

Hospitals will...	Northwestern and Telligen will...
Designate a project champion and PACT team.	Convene experts from PACT and Quality Improvement to help identify PACT program staff to advise, foster engagement, and position PACT for sustainability.
Implement the PACT Project through the use of the evidence-based PACT toolkit that includes: practical step-wise project management tools (trigger tool, documentation templates, process maps, data collection tools) and educational resources to train in effective communication skills.	Convene experts from PACT and Quality Improvement to help identify and assess current care transitions processes, train staff, provide technical assistance, and encourage program sustainability.
Support PACT training and implementation for key clinicians on the PACT unit(s).	Coordinate in-person training, virtual training and webinars.
Attend monthly calls and host at least one site visit each project year.	Provide monthly phone calls to monitor project progress and provide feedback. Annual visits will allow Telligen to evaluate program status and provide on-site technical assistance.
Provide data on PACT project and outcomes.	Provide regular reports to each PACT team that include process metrics and 30-day readmission rates to track progress and identify program barriers and opportunities.

About Telligen QIN-QIO

The Telligen Quality Innovation Network – Quality Improvement Organization (QIN-QIO), in collaboration with the Centers for Medicare & Medicaid Services (CMS), supports the HHS National Quality Strategy to accomplish better care, better health for people and communities and affordable care through improvements.

Efforts to improve the quality of healthcare for Medicare beneficiaries requires side-by-side work with providers in all settings of care. We align with statewide partners on quality improvement initiatives, while pooling resources and common elements to best serve the needs of beneficiaries, families, caregivers and healthcare providers across the region.

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Visit Telligen’s website at telligenqinqio.com.

Visit Northwestern’s PACT website at pact.northwestern.edu.