

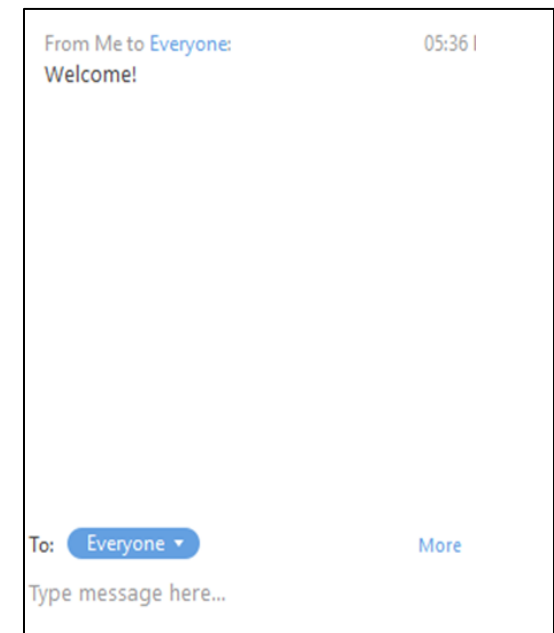
## Welcome! We will get started momentarily

Using “Chat,” please enter your name, organization, and if you represent rural, urban, or both.

### How to use “Chat”:

1. Click on the “Chat” icon
2. Select who you want to send your message to (individual or everyone)
3. Type and send your message

*Please use “Chat” to submit questions for our speakers*





# Post-Acute Care Office Hours:

## Advance Care Planning in the Time of COVID-19

### April 16<sup>th</sup>, 2020

**Guest Speaker:** Peggy Budai, Nurse Practitioner, Poudre Valley Hospital and  
Medical Center of the Rockies

**Facilitator:** Meredith Koob

This material was prepared by Telligen, the Medicare Quality Innovation Network Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. This material is for informational purposes only and does not constitute medical advice; it is not intended to be a substitute for professional medical advice, diagnosis or treatment. 12SOW-CO-QIN-04/15/20-3648

# Giving This Our Best Shot



Telligen QI Connect™

- Today's content and answers to participants' questions reflect Telligen's best understanding based on currently available information about COVID-19 as of April 16<sup>th</sup>, 2020.
- However, COVID-19 is an emerging, rapidly evolving situation. Therefore, it remains critically important to continually check the CDC's most up-to-date guidance, as well as the guidance from our state and your local health departments. CDC guidance for COVID-19 may be adapted by state and local health departments to respond to rapidly changing local circumstances.
  - Colorado Department of Public Health and Environment (CDPHE): <https://www.colorado.gov/cdphe>
- The views expressed by the speaker do not necessarily reflect the views of Telligen or The Centers for Medicare & Medicaid Services. Presentation content is for informational purposes only and does not constitute medical advice; it is not intended to be a substitute for professional medical advice, diagnosis or treatment.



# Objectives

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- Identify collaborative opportunities and facilitate the flow of information between statewide partners and stakeholders
- Strengthen local community networks by sharing emerging practices

# Today's Guest Speaker

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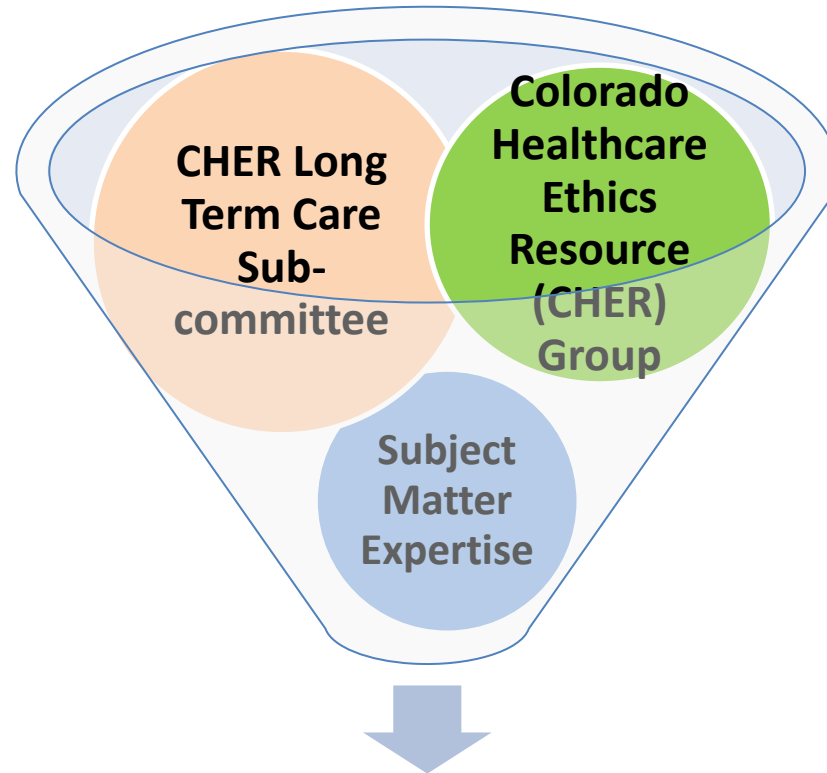


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**Peggy Budai**  
Nurse Practitioner  
**Poudre Valley Hospital and  
Medical Center of the Rockies**  
Older Adult and Palliative Care  
Programs





## COVID-19 Advance Care Planning Toolkit





**COLORADO**  
Department of Public  
Health & Environment



**COLORADO**  
State Emergency  
Operations Center

## Resources for older adults and their families

### Advance Care Planning

The Colorado Healthcare Ethics Resource Group has put together guides and tip sheets to help people consider specific medical treatments, values and decision-making during the COVID-19 pandemic. We encourage each of you to have this conversation with your family today.

Conversations about things we do not have power over help to give us a sense of control. We cannot predict every choice we may have to make, but we can give those we love the guidance to confidently make decisions for us. This is the time to help the people closest to us—our friends, our spouses, our parents or grandparents—get the care that is right for them if they become seriously ill with COVID-19.

Use these [tools](#) to help guide your planning and conversations.

# Toolkit Location

Video: Advance Care Planning in the Time of COVID-19





# Toolkit Resources



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## COVID-19 Resources: General Public

Medical Durable Power of Attorney (MDPOA)

The Conversation Project COVID-19 Discussion Guide

The Conversation Project COVID-19 Discussion Guide (Spanish)

Colorado Care Planning: Advance Care Planning Documents and Advice

## Free Advance Directive Help:

The Conversation Project in Boulder County

Larimer Advance Care Planning Team (Northern Colorado)

Systems of Care Initiative

Aspen Club

## COVID-19 Resource: Healthcare Professionals

COVID-19 Treatment Decision Guide (1 page)

COVID-19 Provider Care Planning Script

COVID-19 Emergency Department Script

CPR Tip Sheet

Life Support Tip Sheet

Remembering the Heart in Turbulent Times Taking care of the whole person

Respecting Choices Advance care planning information and tools

VitalTalk Conversation guides for medical providers

Colorado Crisis Standards of Care

Advance Care Planning–Coding and Billing Video

10 Things to Know About MOST Video

Ariadne Labs COVID-19 Response Kit

<http://theconversationprojectinboulder.org/covid-19-resources/>



# Discussion Guide (English & Spanish)

NAME \_\_\_\_\_ DATE \_\_\_\_\_

## Being Prepared in the Time of COVID-19

### Three Things You Can Do Now

This is a challenging time. There are many things that are out of our control. But there are some things we can do to help us be prepared – both for ourselves and the people we care about. Here are three important things each of us can do, right now, to be prepared.

#### 1 Pick your person to be your health care decision maker

Choose a health care decision maker (often known as a proxy, agent, or health care power of attorney) – a person who will make medical decisions for you if you become too sick to make them for yourself.

- Here's a simple [guide](#) to help you choose a health care decision maker.

Have a talk with your health care decision maker to make sure they know what matters most to you.

- Make a plan to talk with your decision maker as soon as possible. Phone calls or video chats are good if you don't live with that person.

Fill out an official form naming your health care decision maker. Give one copy of the filled-in form to your decision maker and one copy to your health care team.

- Get a free health care [decision maker form](#) here or download a form for free from your state attorney general website.
- In a time of social distancing, you may not be able to create an official legal document. That's okay! Writing it down is still better than nothing!

#### 2 Talk about what matters most to you

Talk with your important people and decision maker about what matters most.

- The [Conversation Starter Kit](#) can help you get ready to talk to others about what matters most.
- If you have already completed the Conversation Starter Kit or have an Advance Directive, review it with your loved ones to see if you want to make any changes or updates.

After you talk to your loved ones about what matters, talk to your health care team.

- Call your primary care provider or specialist to set up a televisit to talk about this. Knowing what matters to you helps your care team provide better care that's right for you.

 **the conversation project**

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#### YOU SHOULD KNOW

- First and foremost, do everything you can to stay personally safe and protect others!
- Follow the CDC recommendations for social distancing: Stay home. Clean your hands often. Avoid close contact. Cover coughs and sneezes.
- Most people who get COVID-19 get a mild or moderate illness and don't need to go to the hospital.
- Those who do get a severe case of COVID-19 are mostly people who are older or have other medical problems.
- Some people, especially those who are young and healthy, will get better with routine hospital care. But many, especially those who are older and sicker, are not likely to survive even with a ventilator (breathing machine).
- Those who survive may be left with disabilities, both from damaged lungs and deconditioning after intensive care. Despite weeks or months in the hospital or rehabilitating in a nursing facility, survivors may not regain enough strength or function to return home.
- People who do not want intensive care should receive comfort care. Comfort care may be possible at home or in a nursing facility, especially with the care and support of hospice.
- Many hospitals are overcrowded and are not allowing visitors, so if you can, bring a smartphone, laptop or tablet to help communicate with your important people. In certain parts of the country, access to hospital or intensive care may become limited in the coming weeks.

#### 3 Think about what you would want if you became seriously ill with COVID-19

People who are older or have chronic medical conditions are more likely to become very sick if they get COVID-19. Some will recover with hospital care, but even with ventilator support many will die. Think about what you would want if you became very sick at this time:

What would be most important to you? (Examples: Being comfortable. Trying all possible treatments.)

What are you most worried about? (Examples: Being alone. Being in pain. Being a burden.)

What is helping you through this difficult time? (Examples: My friends. My faith. My cat.)

If you became very sick with COVID-19, would you prefer to stay where you live or go to the hospital?

If you chose to go to the hospital, would you want to receive intensive care in the hospital?

When you speak with your health care provider, ask if completing a [POLST/MOLST](#) form would be appropriate so others know what treatments to use or avoid if you become very sick.

List any other questions or concerns you want to bring up with your friend/family/provider:

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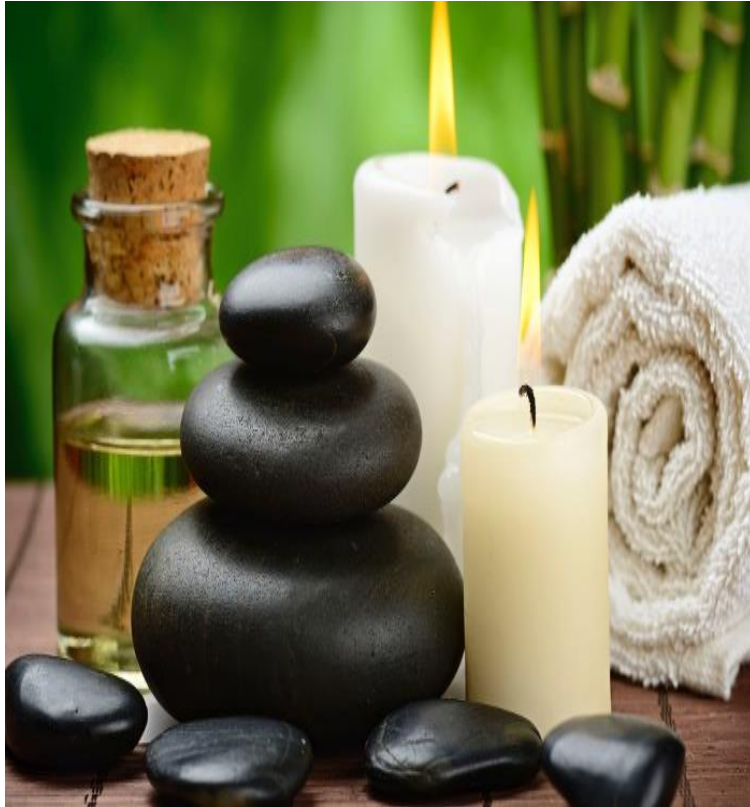
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# Questions?

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# Take Care of Yourself



- ♥ **Develop a buddy system**  
Keep an eye on each other  
Set-up times to check-in with each other
- ♥ **Maintain a healthy diet and get adequate sleep and exercise**
- ♥ **Practice breathing and relaxation techniques**
- ♥ **Write in a journal**

<https://emergency.cdc.gov/coping/responders.asp>



# Today is Healthcare Decisions Day!



Telligen QI Connect™

**National Healthcare Decisions Day** exists to inspire, educate and empower the public and providers about the importance of advance care planning. [www.nhdd.org](http://www.nhdd.org)



CENTER FOR IMPROVING  
VALUE IN HEALTH CARE

## CIVHC hosts activities for National Health Decisions Day (NHDD) • Thursday, April 16<sup>th</sup>, 2020

Center for Improving Value in Health Care (CIVHC) is an objective, not-for-profit organization. Through services, health data, and analytics, we partner with Change Agents to drive towards the Triple Aim for all Coloradans. A key initiative we have is to help provide education and resources for Advance Care Planning (ACP) and host a bi-monthly ACP stakeholder meeting. This is the second year that CIVHC has helped to lead the efforts here in Colorado. For more information about CIVHC or the ACP work, please reach out to Kari Degerness at [kdegerness@civhc.org](mailto:kdegerness@civhc.org).

**Join us for any of the virtual opportunities to learn more and ask questions of experts about making your wishes known and documented. There is no cost associated with these events.**

<https://www.civhc.org/event/national-health-decisions-day-2020/>



## Save the Date!

Check out the Telligen QI Connect™ Event Page register for these events in Colorado

<https://www.telligenginqio.com/events/>

- **Taking Your Chronic Disease Prevention & Management to the Next Level: Understanding Medicare Coverage and Services Including Telehealth**  
**Part 1 of the four-part series: Preventative Visits**  
Wednesday, April 22<sup>nd</sup>, 2020 at 12:00pm MST
- **COVID-19 in Long Term Care (LTC) Office Hours**  
Thursday, April 23<sup>rd</sup>, 2020 at 1:00pm MST
- **COVID-19 Post Acute Care (PAC) Office Hours**  
Thursday, April 30<sup>th</sup>, 2020 at 10:00am MST
- **Patient & Family Engagement and Activation: What is it? And How Can You be Successful at it?**  
Wednesday, April 29<sup>th</sup>, 2020 at 12:00pm MST

# Ongoing support with Telligen QI Connect™



Telligen QI Connect™

**Telligen** serves as the Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for **Colorado, Illinois, Iowa, and Oklahoma**

## *If you value*

- Timely and up-to-date presentations
- A network of peer support
- Readily available technical assistance and resources

## *Join us!*

- Telligen QI Connect™ : Our no-cost regional healthcare quality improvement collaborative built to help you improve care and navigate the constantly evolving healthcare landscape
- Sign up today <https://www.telligenqinqio.com/join-telligen-qi-connect/>

In another state? Find your QIN-QIO here: <https://qioprogram.org/locate-your-qio>

# Join Telligen QI Connect™ by Email

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Telligen QI Connect™

**Simply Email Me and Write,  
“I want to join Telligen QI Connect™”**

Meredith Koob: [mkoob@Telligen.com](mailto:mkoob@Telligen.com)





# Thank You!

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*Please complete the evaluation posted in chat!*

Telligen QI Connect™ Team

<https://www.telligenqingio.com/contact/>



[www.TelligenQINQIO.com](http://www.TelligenQINQIO.com)

