

August 17, 2022

THE DOWNLOAD

A monthly webinar diving into the intersection of healthcare and technology





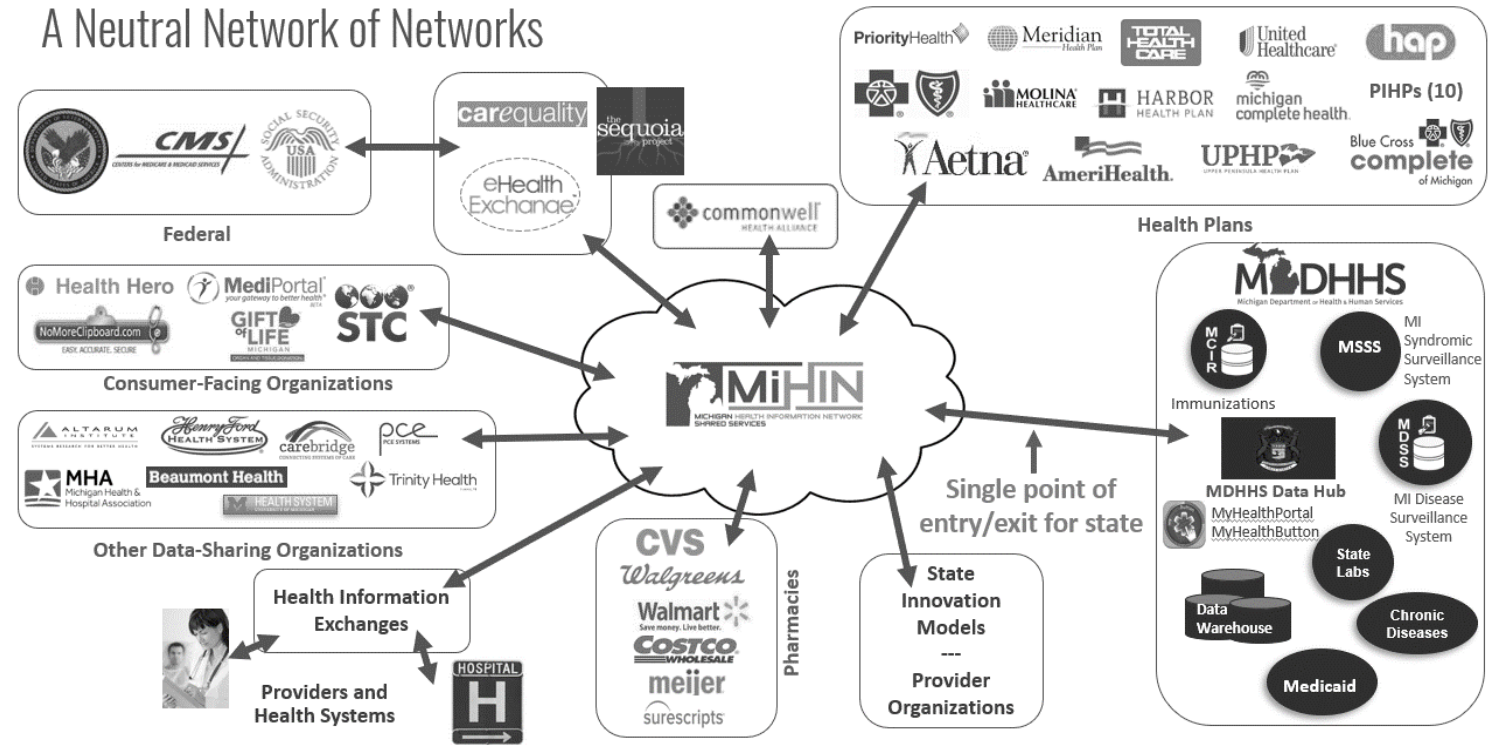
Michigan Health Information Network Shared Services (MiHIN) is a non-profit organization that provides technology and services to connect disparate sectors, *our stakeholders*, to securely, legally and technically share health information.

An unbiased data trustee, MiHIN does not provide health care services, produce health care data or compete in the marketplace.

Instead, we help convene to share vital health information to advance care, better outcomes and lower costs.



A Neutral Network of Networks



Technology is a tool. Humans are the energy! Technology is meant to support the human ability to connect, communicate, and collaborate.

Today's Agenda

01

Welcome

Joanne Jarvi
Senior Director, Outreach and Market
Communications

02

Making Choices Michigan

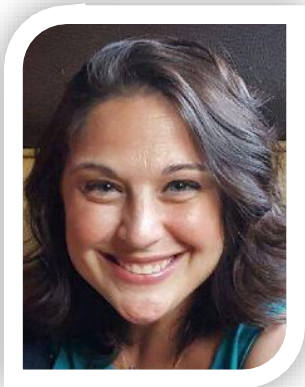
Jim Kraft, PhD
Director, Consumer Choice & Collaborative Care

03

Adjourn

Joanne Jarvi





Joanne B. Jarvi

*Senior Director of Outreach and
Market Communications*
MiHIN

Joanne.Jarvi@mihin.org

Communication, the *successful* conveying or sharing of ideas, is more critical than ever.

Every communication involves (at least) one sender, a message and a recipient.

Data is not always communicative.

Technological
Infrastructure + Human
Infrastructure

- **Joanne Jarvi** (Facilitator)
- **Katelyn Lewis** (Webex Chat Moderator)





MAKING CHOICES MICHIGAN

A strategic business unit of MiHIN

Making Choices Michigan: An Introduction

Jim Kraft, PhD

Director, Consumer Choice & Collaborative Care

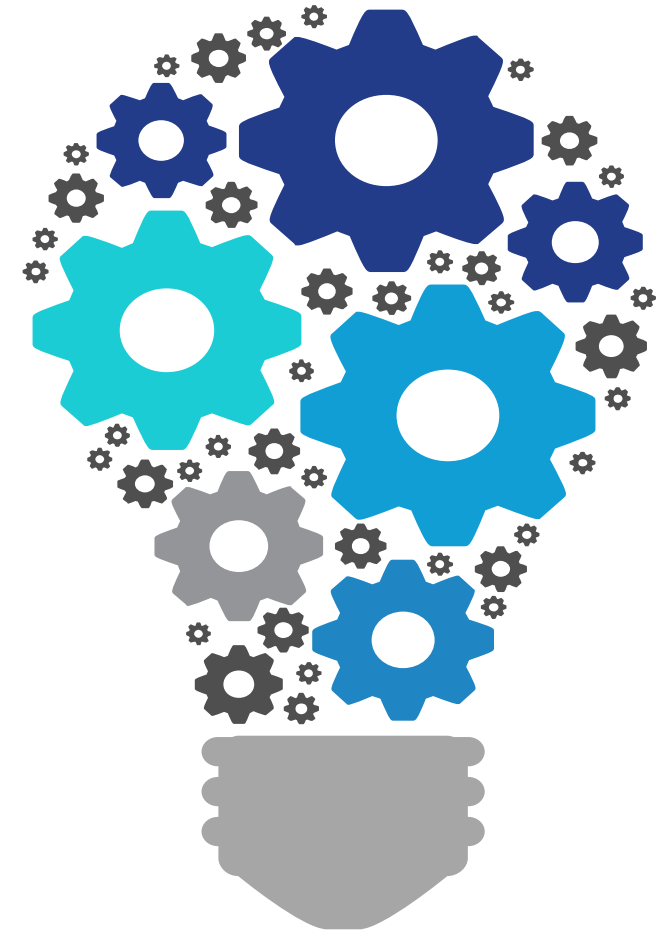
Discuss. Decide. Document.

From this:

“To be the *trusted source* for all things Advance Care Planning”

To this:

“To see Making Choices Michigan become a driving force for honoring consumer choices throughout the state of Michigan and nationally, by ensuring people receive care that is consistent with their values, goals, and preferences at the point of care.



Making Choices Michigan History



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Our Staff



Monica Ward, B.S.
Program Director,
Making Choices
Michigan

Graduated from Michigan State University with a Bachelor of Science in Interdisciplinary Studies in Social Science with a focus in Health and Society.

Former CNA & Project Manager

Avid volunteer for numerous organizations

Certified First Steps ACP facilitator



Rev. Jim Kraft, Ph.D.
Dir. Consumer Choices

Holds a Ph.D. from South African Theological Seminary with an emphasis on Christian Perspectives on Advance Care Planning.

Over 20 years frontline Healthcare Service

Over 10 years in ACP

Certified First, Next, and Advance Care Facilitator Trainer

Trained over 1,000 Facilitators

International/Nation Speaker: ACPEL Advance Care Planning and End of Life Care, National Hospice and Palliative Care Organization, State of Michigan, Advancing Equity in Health for the Dual Eligible Population, National "Share the Experience", Gundersen Lutheran Health System and more...



Advance Care Planning

Advance Care Planning (ACP) is a process that supports adults at any age or stage of health. The goal of ACP is to help ensure that people receive medical and mental health care that is consistent with their values, goals, and preferences.

The focus of ACP is to build the foundation for a lifetime of conversations that ensure a person's preferences for healthcare are known. These conversations should culminate in the creation of ACD. There are generally three Life Stages to ACP for those that are 18 years or older:

1. Those who are healthy (including stable chronic illness)
2. Those who are managing serious illness
3. Those who are preparing for end of life



Benefits for the Individual

Peace of Mind

Better Equipped Advocates

More Informed Provider

Benefits of ACP for the Provider

- **Value Discussions:** Ongoing discussions with patients/families to ensure better outcomes
- **Increased Patient Satisfaction:** Patient centered focus on goals of care, values, patient's perception of being seen and heard by provider
- **Better Alignment of Care:** Providers are better able to align patient plan of care to the patient throughout their healthcare journey
- **Financial Benefits:** Increased opportunities for financial benefits by providing additional services and revenue streams.



Benefits of Partnering with Making Choices Michigan in ACP

- **Access to Experienced Subject Matter Experts:** Making Choices Michigan has a network of seasoned experts in the ACP space. Together, they bring insights and expertise in integrating ACP in in-patient, ambulatory, home, skilled nursing and community environments
- **Extensive Training:** Staff training that leads to increased staff confidence when guiding families through serious illness that may lead to death.
- **Integrated Communication:** Integrated communication and partnerships between patients' providers throughout the healthcare journey.
- **Quality Improvement:** Effective monitoring and quality improvement in order to remain compliant and avoid code violations.



Partnerships

- Health systems
- Ambulatory care organizations
- Emergency Medical Services/ Medical Control Authority
- AAA/UPCAP
- Colleges of Medicine, Nursing, Public Health, Social Work
- Health plans
- Health technology and information networks
- Provider Organizations
- Elder Law Association



Advanced Care Planning Community of Practice

- Making Choices Michigan coordinates and supports ACP leaders throughout the state for the Advancement of Advance Care Planning through our ACP Community of Practice.
- The ACP Community of Practice seeks to support ACP work and collaboration around initiatives of common interest and benefit to the successful advancement of ACP statewide.



Resources Provided through Making Choices Michigan/MiHIN

ACP Education

Education regarding Advance Care Planning is directed towards clinicians and others who conduct face to face/virtual or phone ACP consults, topics covered are:

1. What Advance Care Planning is and is NOT
2. The difference between Advance Care Planning and the creation of an Advance Directive
3. The benefits a robust ACP service brings to providers
4. The benefits of providing ACP to patients and families
5. Mi-POST education
6. The Impact of Faith & Culture on Advance Care Planning
7. Advance Care Planning in underserved communities
8. Disease Specific Advance Care Planning
9. Advance Care Planning and Palliative Care
10. Advance Care Planning and the Geriatric Community

Facilitator Training

- ACP is not a one-size-fits-all conversation. Making Choices Michigan offers patient centric ACP training to meet individuals throughout their various Life Stages

1. Those who are healthy (including stable chronic illness) (First Steps)
2. Those who are managing serious illness (Next Steps)
3. Those who are preparing for end of life (Advance Steps)

Consulting

1. Providing professional consult to clinicians, to learn how to effectively navigate the nuances involved in Advance Care Planning with individuals and families.
2. Service Line specific ACP consultation and training i.e., Cancer, Dementia, COPD, Geriatric, Palliative
3. Operationalizing ACP into your care setting
4. Overcoming barriers to ACP

ACP Design

1. We work with frontline staff to design and implement strategies and processes that specifically address the needs of that service, by identifying and prioritizing where ACP is necessary.

MCM/MiHIN Resources

- ADVault
- Care Convene
- ACRS
- Mi-Gateway



Current Partnerships and Activity

- State of Michigan
 - Objective: Design and implement a statewide education and outreach campaign to empower Medicaid beneficiaries by educating and documenting their preferences, values, and beliefs in the appropriate standard.
 - PACE
 - Objective: Integrate ACP into the standard workflow of all seven PACE Sites in S.E. Michigan with the goal of offering ACP and facilitating ACP with every PACE participant.



Mi-POST

What is a MI-POST?

An optional, one-page, two-sided medical order with a person's wishes for care in a crisis.

- A part of the advance care planning process that includes choices about Cardiopulmonary Resuscitation (CPR), critical care, and other wanted care.
- A form that guides care only if the person cannot tell others what to do at that time.
- A completed form is signed by the patient/patient representative and the physician, nurse practitioner, or physician's assistant that gives medical advice and suggestions.
- A patient representative may fill out a MI-POST for the person if they are not able to make healthcare choices due to illness or injury.

Who has a MI-POST?

- An adult with advanced illness or frailty, such as heart failure that has advanced and is now life threatening, who talks to a healthcare provider to learn about their choices for care and what they might mean for them.

[Frequently Asked Questions \(michigan.gov\)](https://www.michigan.gov/mi-post)

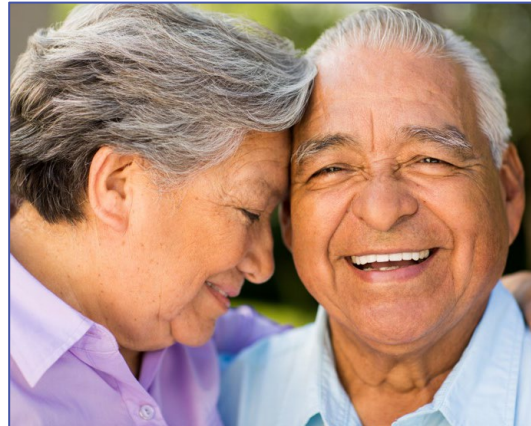


The Complete Advance Care Planning Solution



- 1st - Robust ACP begins with a strategic plan to integrate ACP into standard best practice/workflows

- 2nd - Robust ACP Discussion facilitated by trained, competent ACP Facilitators



3rd – Hi Trust storage and retrieval of ACD documents

4th – Interoperability of ACD's through MiHIN services



Active Care Relationship Service™ (ACRS™)



MCM ACP Facilitator Training Courses

Upcoming MCM Training events:

First Steps ACP Facilitator Training: September 26th from 9:00am-5:00pm

Next Steps ACP Facilitator Training: October 24th from 9:00am-5:00pm

Interested in scheduling a training for your organization or registering for course?

Please contact us at acp@mihin.org or visit our website at <https://mihin.org/advance-care-planning-resources/> for more information!



Making Choices

More and more, consumers are going to have to be educated to make informed choices about their information sharing.

While some of this information might be less personally intrusive, or as thought provoking as ACP decisions, it is no less important or personal (SDOH, genetic info, advance standing for mental health.)

We are looking for the channels of trust through which to educate people about interacting with the healthcare ecosystem to make these decisions.

Technology is a tool that can help to capture patients choices and create a pathway for those choices to find their way back into the care delivery system and verify that they get honored.





MAKING CHOICES M I C H I G A N

A strategic business unit of MiHIN

Thank you!

Jim Kraft

James.kraft@mihin.org

or

acp@mihin.org

**QUESTIONS?
FEEDBACK?
DYNAMIC DISCUSSION?**



Join us for

The Download

Wed, September 21, 10:00-11:00 AM

Bits & Bytes

Referrals Reporting Module Training for Referrals Administrators

Holon will provide an overview of the new Referral analytics offering,
powered by Microsoft Power BI.

Tues, September 27, 10:00-11:00 AM

OR

Thurs, September 29, 1:00-2:00 PM



THANK YOU!

