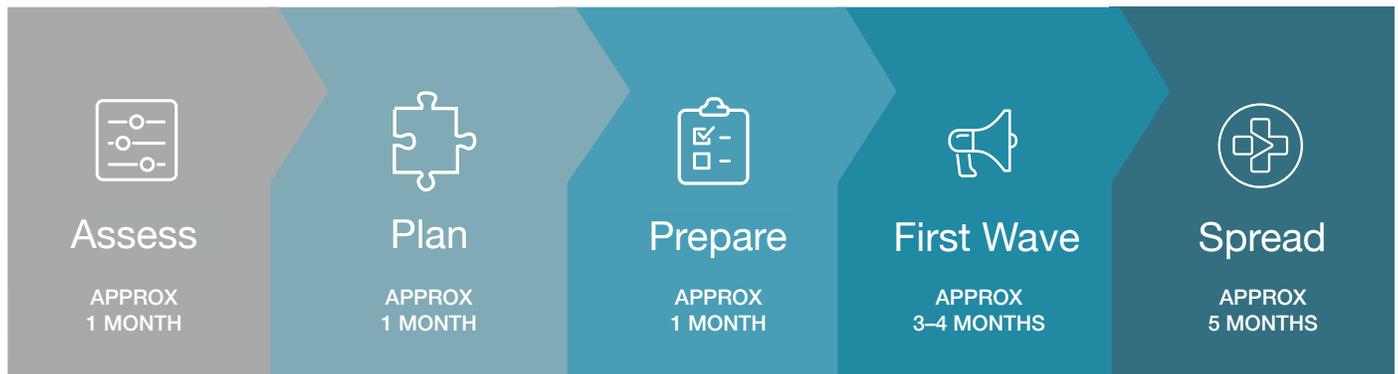




# Implementation Services – A Quick Overview

## Our Approach

Here is a quick breakdown of the various stages in a typical 12-month implementation involving ACP Decisions. This implementation paradigm is intended to be illustrative – some implementations may go faster, and larger implementations may last longer. Please note, however, that we take this standard approach and then, in collaboration with our organizational partner, tailor it to meet their needs.



### Assessment



The aim of the assessment period is to talk about desired results and think about what needs to happen in order for the implementation to be successful. The assessment period involves **discovery of the organization’s goals** or aspirations, a readiness review to **ascertain the larger ACP environment**, and **identifying the work** that needs to happen to meet these goals.

During this first month we work with organizations on a variety of topics, including:

1. Exploring and clarifying desired outcomes and measures.
2. Identifying an Executive Sponsor who can provide resources and remove barriers to achieve results.
3. An exploration of what work needs to be done to create a sufficiently robust infrastructure to support the initiative – whether that be with respect to IT infrastructure, identifying triggers and developing workflows, and talking about team roles and training and coaching needs.



### Planning



After the assessment, the following month is spent on planning and identifying what needs to happen during the following three stages. **The Planning phase includes organizational readiness activities to align organizational priorities and goals** in a manner that optimizes efforts to help achieve desired results. During this phase a resource plan and a communication plan can be developed. The resource plan can help organizations identify early adopters and help ensure that they have the necessary resources to effectuate the project. The communication plan provides guidelines for engaging care teams and keeping informal sponsors and stakeholders informed and up to date.

### Preparation



In the month prior to kickoff, **time is spent on revising and completing ACP policies** that will guide the initiative. Time is also spent making sure that various infrastructure deficiencies that were identified during the assessment phase have been addressed.

### First Wave



The First Wave of activity can last for 3 or 4 months, depending on the robustness of the organization's ACP infrastructure and the speed with which its clinical staff can embrace change and make the process their new normal. **The Kick Off and initial rounds of training sessions occur during the First Wave.** Organizations track outcomes to inform coaching conversations as well as conduct PDSA activities to ascertain what is working and what can be adjusted. **First wave efforts aim to have early adopters** to master advance care planning communication skills with the expectation that it becomes the new normal; First Wave activities also help organizational coaches build their capacity to help sustain, spread, and advance mastery of advance care planning within their organization and amongst their peers and colleagues.



### Spread



During the rest of the year, the Implementation team will then take the First Wave learnings, refine the intervention process, and launch additional care teams. There are monthly meetings, ongoing coaching of front-line staff and training staff, ongoing PDSA evaluations, and periodic formal reports.



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