



Implementation Services: Supporting Healthcare Organizations to Efficiently Deliver Value

The ACP Decisions Video Program helps improve advance care planning (“ACP”) conversations by catalyzing patient engagement and activation, strengthening clinician-patient partnerships and communication, increasing concordance of care, and helping to avoid unwanted care and its associated costs.

There are significant barriers to creating value through ACP. Our years of experience helps position organizations to be better able to anticipate and overcome these barriers. ACP Decisions works with organizational partners to help them identify and reach patients/members who will most likely benefit from ACP and help them strategize about how to best build the capacity to effectively engage with these patients/members.

Additionally, ACP Decisions also works with organizational partners to more effectively implement a care team approach to ACP that supports each member of the clinical team to be able to contribute to the ACP initiative while operating at the top of their license which increases the cost-effectiveness of the ACP initiative. In some clinical settings, like primary care, ACP Decisions can work with partners to create an ACP infrastructure that effectively uses video support tools to help generate incremental revenue which, in turn, improves bottom line margins.

Our experience has identified seven critical success factors to predictably deliver timely and effective value that leads to concordant care. We can work with partners to assess their opportunities for improved effectiveness and help them tailor a work plan so they only pay for the implementation-related services that they need to achieve their goals.





Implementation Critical Success Factors



Administrative Policies & Procedures

Having ACP-focused administrative policies and procedures helps normalize the behaviors and practices that will help promote improved patient/member centric ACP planning and promote acceptance of these behaviors and practices throughout the partner organization. It might be necessary for an organization to revise (or even create) ACP-focused policies that:

- 1) clarify roles, responsibilities, authority and accountability;
- 2) provide guidelines for more challenging ACP situations; and
- 3) define the procedures that provide the framework for ACP-focused clinical workflows.



IT Capabilities

Technology must be able to support the sharing and playing of videos in all clinical settings where videos will be shared. EHR and Case management system configuration and customization can contribute significantly to the sustainability of an effective ACP initiative.



Quality Improvement & Reporting

ACP is a team process that needs to be integrated into existing care processes. Conducting a workflow assessment helps organizational partners recognize how to:

- 1) address issues such as clinical triggers;
- 2) best improve their ACP team process; and
- 3) integrate the ACP team process into a larger set of existing care processes.



Workflow (Process & Roles)

Quality improvement and reporting activities can make essential contributions to ACP initiatives. ACP Decisions can help organizational partners explore their reporting needs and capabilities as well as help them develop an effective data-oriented approach to assuring and improving quality.



Workforce Readiness

Conducting a workforce readiness review helps assure that care team members have the right knowledge, skills, competencies, experience, and support to sustain effective ACP conversations and relationships with patients/members.

This review will also help assure that the organizational partner has the capability to successfully select, train, and coach clinicians to perform ACP activities.



Resource Allocation

During the rest of the year, the Implementation team will then take 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.



Organization Readiness

The implementation of an ACP initiative with video support tools requires adaptive change which, in turn, requires redefining outcomes, expectations, roles, and how clinicians view themselves as part of the clinician-patient relationship. An operational readiness assessment examines the organization's actions and investments to support the care team's adaptive change journey.

To learn more, visit
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