

Respecting Choices Program Support and Services

Helping You Achieve Meaningful Outcomes

The goal of Respecting Choices (RC) is to support organizations and communities keep a promise to those they serve—a promise to know and honor individuals’ preferences and decisions. Person-centered care has been defined as “care...ensuring that patient values guide all clinical decisions.”¹

One of the most important attributes of person-centered care is **person-centered decision making**—the active engagement and support of individuals on their journey through the decision-making process, ensuring that their goals, values, and beliefs guide all clinical decisions.

Respecting Choices has two programs that work together to embed person-centered decision making as a standard: **Advance Care Planning (ACP)** and **Shared Decision Making in Serious Illness (SDMSI)**.

Person-Centered and Family-Oriented Care

Advance care planning (ACP) promotes conversations designed to *prepare individuals and their families for future healthcare decisions.*

Shared decision making in serious illness (SDMSI) focuses on the interaction between individuals and their physicians – to assist patients with serious illness *make current healthcare decisions.*

The Synergies of ACP + SDMSI

Each of these programs are designed to integrate with the other, creating an interprofessional approach that supports individuals through their decision-making process by using consistent language, strategies, and processes across sites of care and over time. Implementation of the RC programs ensure that patients receive proactive, timely support to discern what matters most to them as a basis to establish their preferences and decisions, as appropriate to their stage of health, resulting in improved outcomes.

Each program implementation addresses elements beyond education, to include focusing on systems to support the process, such as documentation systems, metrics, leadership engagement, and sustainability plans.

The following pages provide further description of how Respecting Choices can support your program goals along with an outline of the research and experiential evidence demonstrating the outcomes you can achieve by implementing the RC Programs.

HOW RESPECTING CHOICES CAN SUPPORT YOU

Building, Growing, and Sustaining Your Program

Organizations and communities across the country are using Respecting Choices in different ways to support their person-centered decision-making programs.



CONSULTING SERVICES

- Program Implementation
- Program Assessments
- Leadership & Stakeholder Engagement
- Customized Consultation
- Subscription-Based



EDUCATION AND CERTIFICATION

- National Certification Courses
- Online Courses
- Instructor Certification
- Faculty Certification via Fellowship Program



PRODUCTS AND MATERIALS

- Education & Engagement Materials
- Fact Sheets
- Certified Decision Aids
- Books and Manuals

CONSULTING SERVICES

With more than 25 years of experience working with large and small organizations and communities, the Respecting Choices team of experts have the necessary consultation skills to help organizations better understand their person-centered decision-making needs, more effectively engage top-level leadership, and assist in the development of unique workflows and systems. The following selection of RC consultation services are currently available.

Program Implementation

Consultation is a crucial component of all RC implementation services and is provided by RC Faculty and consultants using a team approach. To promote success, consultation is customized to meet the needs of each implementation project. Our philosophy of *Freedom within a Framework* encourages adaptation of the RC framework, developed with 25+ years of practice and research-based evidence, to meet your individualized needs. RC Implementation Consultation includes implementation prep work, ongoing advice and guidance throughout implementation, establishing systems for data and metrics collection, and post-implementation wrap-up with team leaders.

RC offers implementation packages that address all populations and stages of health, resulting in an effective system that will ensure all individuals' preferences and decisions are known and honored. All three stages of advance care planning—*First Steps*[®], *Next Steps*[™], and *Advanced Steps*—and *Shared Decision Making in Serious Illness*[™] can be implemented individually or concurrently in a phased approach as part of a longer-term implementation package.

Program Assessment

RC offers an onsite program assessment delivered by RC Senior Faculty who will: 1) meet with representatives and leaders from the organization to thoroughly evaluate the organization's existing program, and 2) make expert recommendations to strengthen and build a sustainable systems approach to person-centered decision making for individuals and their families.

Leadership Engagement

This day-long, onsite consultation service is designed and led by experienced RC Senior Faculty who engage with organization leaders and key stakeholders to discuss ACP and person-centered decision making, introduce the RC programs, develop momentum and support, create shared understanding, and discuss strategies to make a fully informed decision regarding how systems of care can be improved using the RC model.

Customized Consultation

We understand each program, organization, or community is unique and we're happy to work with you to develop a set of customized services with that in mind.

Subscription-Based Consultation

RC Prime provides you with exclusive access to discounted products and ongoing support for your ACP and SDMSI programs. For example, this includes products and services RC customers purchase most. Prime includes access to national Instructor and/or Faculty meetings and networking, additional consultation, discounted online curriculum, and more.

Contact us for pricing and information about any of these RC services.

EDUCATION AND CERTIFICATION

Respecting Choices offers a range of flexible educational opportunities, depending on the goals of your program, organization, or community.

National Certification Courses

Available for First Steps® ACP, Next Steps™ ACP, and Advanced Steps ACP, our National Certification courses provide three opportunities:

- **Design and Implementation** – This program focuses on systems that must be hardwired into routines of care to assist healthcare and community organizations in delivering consistent, evidence-based care.
- **Facilitator Certification** – This one-day course introduces participants to learning effective communication and conversation skills for person-centered ACP facilitation.
- **Instructor Certification** – This one-day course is for individuals already certified as a Facilitator who are interested in becoming certified to replicate the Facilitator Certification course in their own organization or community.

For more information and schedules, visit our website at <https://respectingchoices.org/types-of-curriculum-and-certification/>.

Online Courses

Building Physician Skills in Basic ACP

This three-module online curriculum is intended to build person-centered ACP skills of physicians and advanced practitioners. The overall goal of this curriculum is to assist physicians in identifying practical steps to integrate basic ACP into their everyday practice, especially for patients who have not started the planning process. Each module builds incrementally toward this goal.

Each module is approved for *AMA PRA Category 1 Credit™*. Participants will earn Maintenance of Certification Part II points upon successful completion of all three modules.

The development of this online curriculum is funded by the Gordon and Betty Moore Foundation.

Online ACP Facilitator Curriculum

This online program consists of a series of six, interactive distance-learning modules designed for healthcare and community-based professionals who want to enhance their ACP facilitation skills. The online program is a prerequisite to the ACP Facilitator course to become certified as a Respecting Choices Facilitator yet is also an effective stand-alone curriculum for building a team approach to ACP. Social workers and nurses can earn continuing education hours.

Basic Concepts in ACP

This learner-directed course provides basic information about ACP for any employee working within a health care organization or any employee in a community organization supporting ACP.

Role of the Nurse in ACP

This learner-directed course serves as a follow up to the Basic Concepts course, specifically focusing on the role of the nurse. Purchase includes the Basic Concepts course.

For more information about these online courses, visit <https://respectingchoices.dcopy.net/category/Online-Learning>.

Instructor Certification

The Respecting Choices Instructor candidate is a professional who is skilled at facilitating advance care planning (ACP) conversations with individuals, their healthcare agents, and other family members. Already certified as a Facilitator, Instructors are certified to replicate the Facilitator Certification course in their own organization or community. Certification may be provided through an implementation agreement, ACP/SDMSI Faculty, or a national course.

Faculty Certification via Fellowship Program

This program is available to experienced teams who have completed one or more RC implementation programs. A qualified individual from the organization is selected to be mentored in the appropriate consultation and educational competencies. Upon certification by Respecting Choices, the ACP or SDMSI Faculty may lead implementation and dissemination of the program in which they are certified Faculty within a healthcare system or a geographic community.

Education and Engagement Materials

From basic information about ACP to pieces focused on treatment options, you can trust the quality and content in our evidence-based materials for individuals, healthcare agents, and others. Explore our comprehensive selection of engagement and education materials, such as ACP Planning Guides, Role of the Healthcare Agent Cards, and Fact Sheets (see below).

Purchase options include:

1. **License our materials.** A la carte and entire library of material licensing options available. Materials can be co-branded, and most may be customized. You may print or distribute electronically.
2. **Buy pre-printed packs** of materials in our online store (RespectingChoices.org). Easy online ordering allows you to select the items and quantities you need.

Fact Sheets

Fact sheets are patient educational materials intended for the general population, that provide information about specific treatment choices, the outcomes statistics for the general population, FAQs, and other issues for individuals to consider prior to making a decision. Fact Sheets are available for general education on CPR, Breathing Support, and Long-Term Tube Feeding.

Certified Decision Aids

Decision aids are tools designed to help people participate in decision making about healthcare options, with the goal of promoting deliberation and discussion between patients, healthcare providers, and others about those options. The Respecting Choices decision aids are specific for individuals with serious illness and are intended to be used during an in-person encounter. They have been awarded certification through the Washington State Healthcare Authority, using criteria established by the International Patient Decision Aids Standards (IPDAS). Certified decision aids are available that support decisions about CPR, Help with Breathing, and Long-Term Tube Feeding. Decision aids may be licensed or purchased (pre-printed) and may be co-branded.

Books and Manuals

Building a Systems Approach to ACP

Learn from the experts. Authors Bernard (Bud) Hammes and Linda Briggs discuss key principles in developing an ACP microsystem. Other topics include the value of standardized education for ACP Facilitators, strategies for community engagement, and the role of ongoing quality improvement to sustain an ACP initiative.

ACP Facilitator Manual

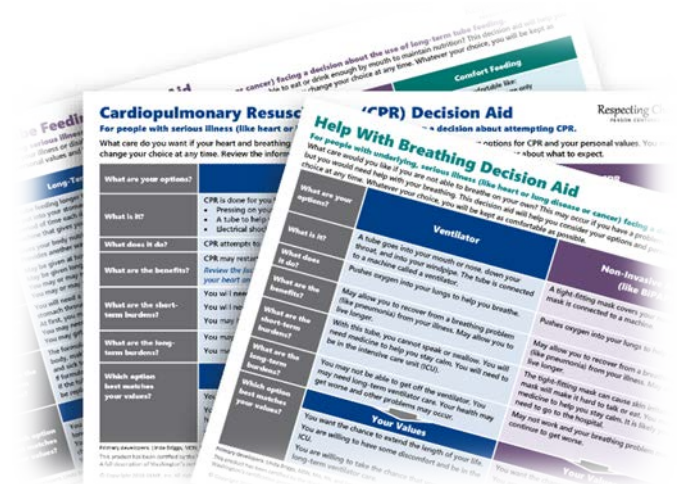
This manual provides background on the internationally recognized, evidence-based Respecting Choices approach to quality ACP conversations and acts as a supplement to the Online ACP Facilitator Curriculum modules, providing a more in-depth look at the First Steps, Next Steps, and Advanced Steps stages of planning and related ACP Facilitator skills.

Having Your Own Say

Many people have never had conversations with their loved ones about their wishes for care...leaving them with no roadmap to guide them. Imagine how things could be different if you only knew. This book makes the case that families don't have to wonder, "What if?" Discover how proven models put you and your loved ones at the center of your care and allow you to manage an illness on your own terms with the best medical advice.

Experts from around the globe explain how this approach to care has worked for them...and can change healthcare for the better.

Find all these products and materials through the RC online store at <https://respectingchoices.dcopy.net/>.



THE OUTCOMES YOU CAN ACHIEVE

Improved outcomes are demonstrated when the RC model has been fully implemented. This evidence-based program has been successfully implemented in various settings, from small critical access hospitals to complex multi-region integrated health systems and from local faith-based organizations to state-wide partnerships.

Respecting Choices Program Outcomes



Evidence-Based Outcomes

Demonstrated research-based outcomes include the following:

- Individualized, person-centered planning discussions facilitated in a consistent and standardized manner across all care settings^{2,3,8}
- Provision of care and treatment that is consistent with patient goals and values^{3,4,6}
- ACP plans that are clear and available to healthcare providers⁴⁻⁶
- Specific and easy-to-understand plans integrated into medical decision making⁴⁻⁶
- High patient and family satisfaction with ACP conversations⁹⁻¹⁴
- High satisfaction with hospital care in general^{7,9}
- Decreased decisional conflict⁹
- Increased surrogate understanding of patient's goals of care¹⁰
- Increased congruence in patient and surrogate decisions¹⁰⁻¹⁴
- Positive impact on family members through reduced stress, anxiety, and depression in surviving relatives^{9,15}
- Increased prevalence of planning in racially, ethnically, and culturally diverse communities^{11-24,16-18}
- Increased hospice use at end of life^{8,15}
- Increased hospital CPR success (alive at discharge), decreasing CPR prevalence with associated poor outcome¹⁹

Experiential Evidence

Respecting Choices has 20+ years of experience working with over 300 healthcare organizations and communities to implement this model of person-centered decision making. Experience across diverse populations and settings has led to these experiential conclusions:

- Clinician competency and comfort level with conversations improved by developing and enhancing communication and facilitation skills
- Patient goals of care clarified by exploring the concept of “living well” (i.e., experiences most important to give life meaning)
- Time spent by physician and healthcare team on crisis end-of-life decision making (e.g., family meetings, conflict resolution) shifted to time spent on early and effective planning conversations
- Patients’ goals and decisions translated into written plans to guide clinical decision making
- Specific guidance in making clinical decisions provided as patients live with advanced illness
- Timely and appropriate referrals for other needed services (care coordination) promoted
- Moral distress of healthcare providers and clinicians working with patients and surrogates on end-of-life decision making decreased
- Delivery of a consistent patient and clinician experience standardized through a systems approach

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