

My Health My Choice Advance Directives



Final Presentation
February 3, 2012

Aim

- **We will increase** the number of completed Advance Directives for African-American members who are engaged in the MSHO program
- **In order to** reduce the disparity for African-Americans compared to the highest rate for a specific race in the MSHO CC population; which will...
- **Improve** the rate from 25% to 31% by December 31, 2011



Evaluation

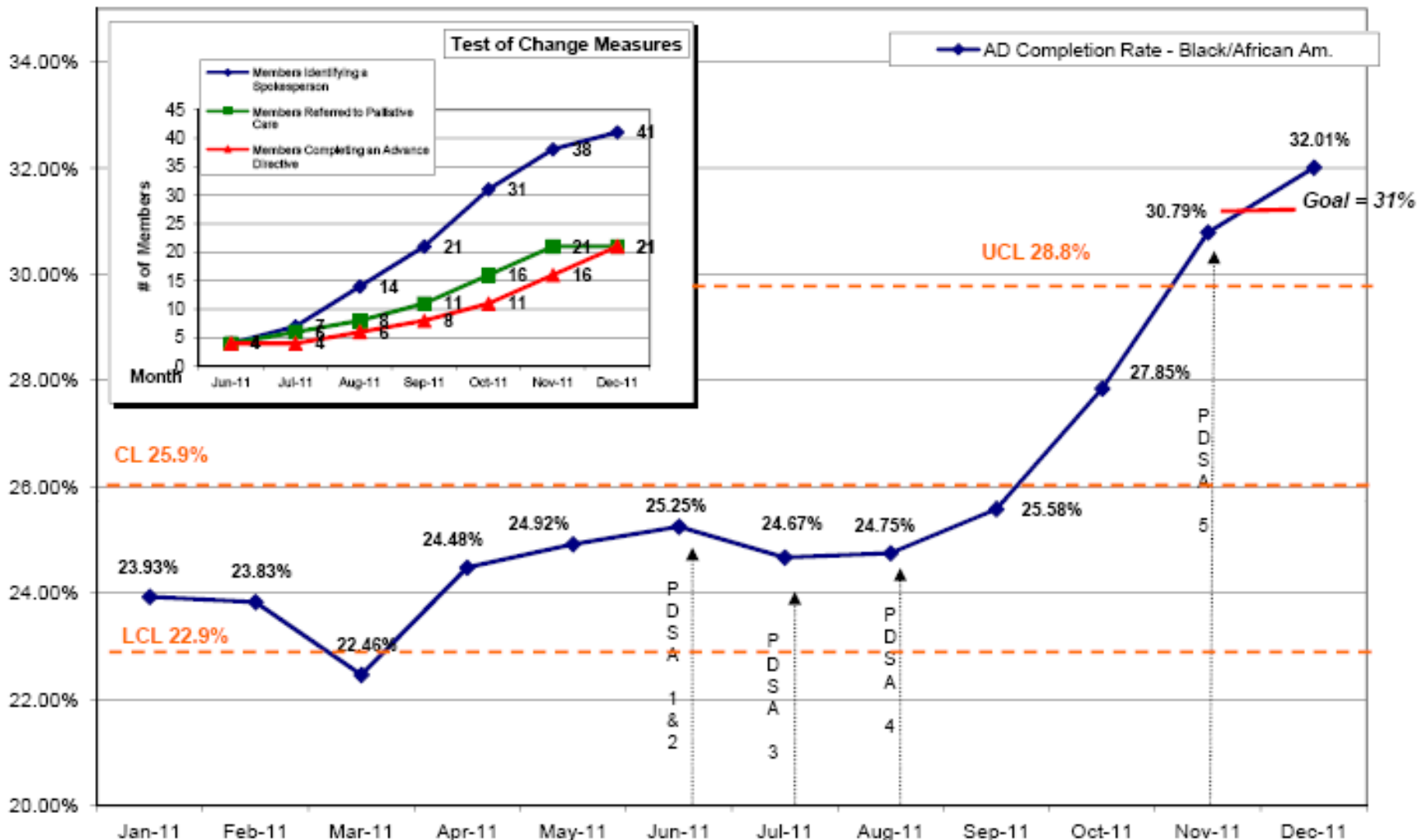
- Aim was met
 - Improved the rate of completed Advance Directives in the MSHO African-American population from 25% to 32% by year end
 - Narrowed the disparity gap between Whites and African-Americans from 25% to 21%
- Relationships were built among MSHO staff, community advisors, and interpreters





HealthPartners Disease & Case Management Department

Advance Directive Completion Rate - Black/African American MSHO Members



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Sustainability

- What will be easy to sustain?
 - Focusing the Advance Directives conversation on the member identification of spokesperson(s)
- What will need attention to sustain?
 - Nurturing the adaptive change
 - Making sure additional and new staff are well trained



Sustainability cont'd.

- How will you engrain this work into your member care process?
 - Train current department staff who work directly with members
 - Train new employees during orientation
 - Add new data field in CarePartner
 - Monitor Advance Directives outcomes data on a quarterly basis



Spread

- What could and should be spread?
 - Simplifying and focusing the Advance Directives conversation on identifying spokesperson(s)
- Challenges with efforts to spread?
 - Additional work is needed with the non-English speaking population and the process of using interpreters

