



**Increase Number of Completed Advance Directives**  
**“My Health My Choice”**  
 HealthPartners Health Plan

**Aim**

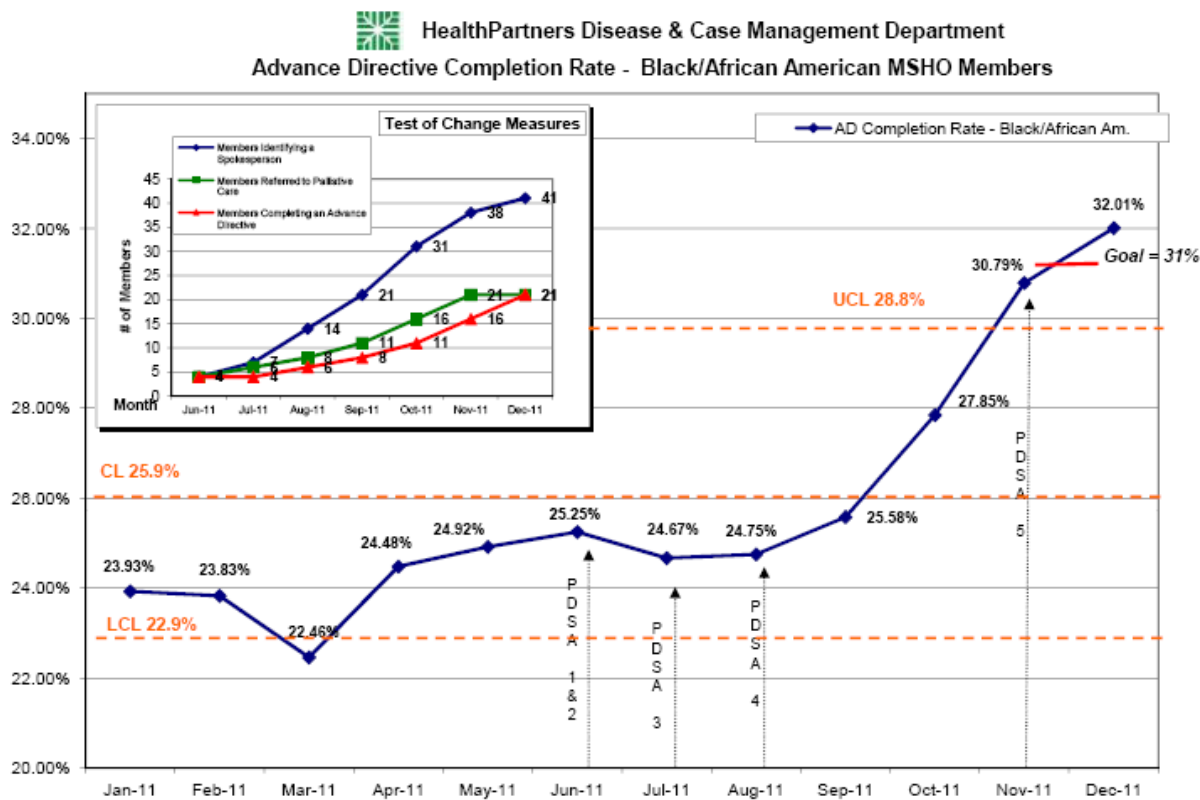
- **We will increase** the number of completed Advance Directives for African-American members who are engaged in the MSHO Care Coordination program...
- **In order to** reduce the disparity for African-Americans compared to the highest rate for a specific race in the MSHO CC population; which will...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

**Measure(s)**

- The advance directive completion rate for African-American MSHO members
- The number of members included in the test of change:
  - Who identified spokesperson(s) that could convey their wishes
  - Who were referred for palliative care services for completion of an Advance Directive
  - Who completed an Advance Directive

**Results**

- 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%
- See attached chart illustrating improved completion rate and sub-measures used during PDSA cycles



**Lessons Learned**

- Intentional use of Quality Improvement techniques and tools provided structure for the team and instruction for the leaders
- Diverse team members provided significant insight and lots of encouragement
- Early success with a small, simple change generated motivation, courage and momentum
- Team members made an adaptive change in their approach to the conversation with members about Advance Directives
- Success was primarily achieved with English speaking members

**If you had another year – What else would you work on?**

- Improving the process for non-English speaking members, which includes the use of an interpreter in conducting the conversation and delivering the message