

My Health My Choice



Learning Session IV
December 16, 2011

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 rate from 25% to 31% by December 31, 2011*



Progress

- Three more PDSA Cycles were completed
 - Studied process involving interpreters
- 80% identified a spokesperson
- Advance directive completion rate increased from baseline
 - 30% (baseline/ 25%, goal/ 31%)



Insights

- 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

