



My Health & My Choice

EBAN Experience™

Session II

June 17, 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*



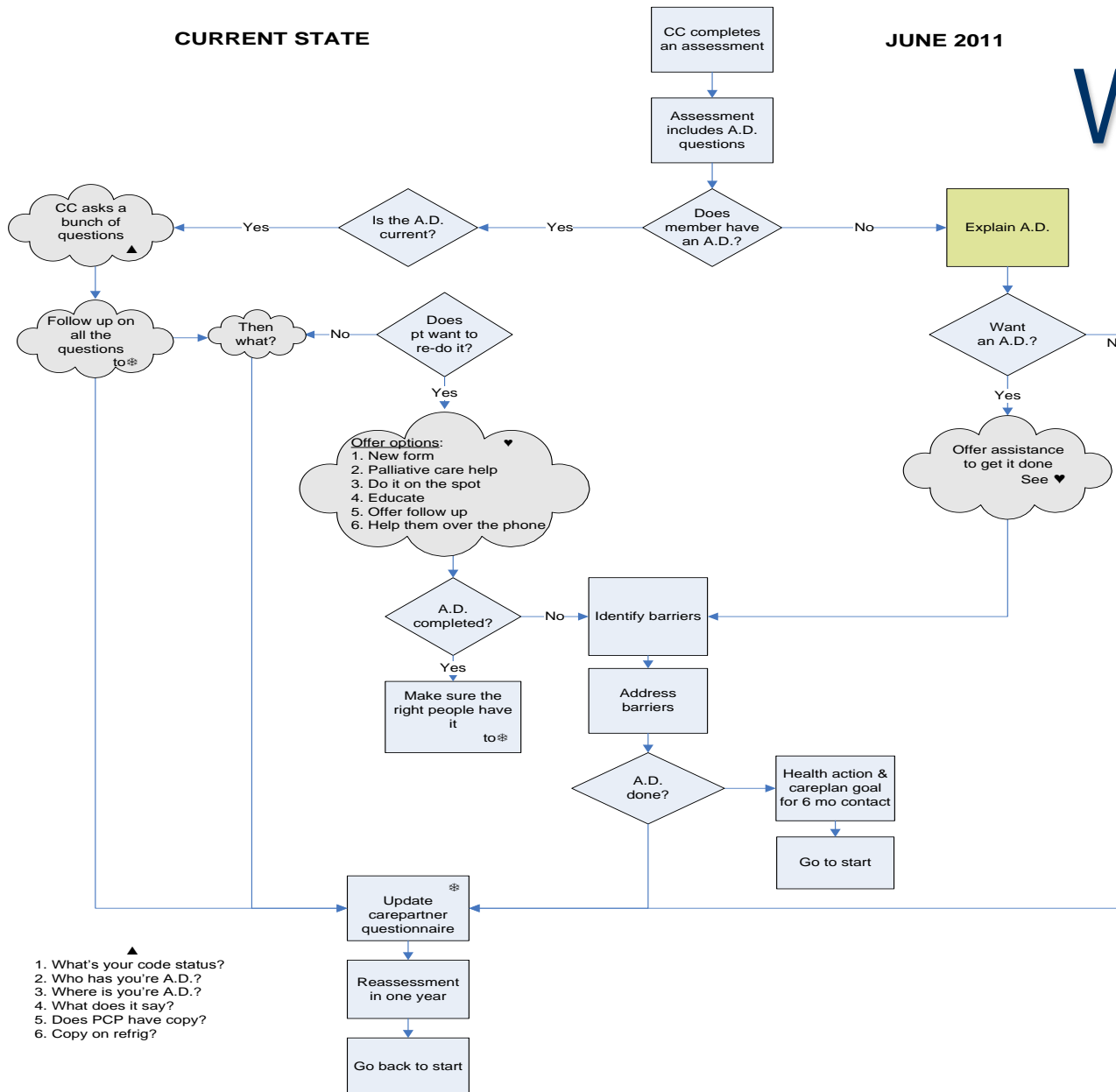
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CURRENT STATE

JUNE 2011

Workflow



- 1. What's your code status?
- 2. Who has your A.D.?
- 3. Where is your A.D.?
- 4. What does it say?
- 5. Does PCP have copy?
- 6. Copy on refig?

Plan-Do-Study-Act (PDSA) Cycles:

PDSA # 1	
Objective	Change the MSHO Care Coordinator's focus during the initial conversation about Advance Directives from completing an A.D. to identifying a spokesperson or persons for the individual by changing the conversational interaction between the CC and the individual
Prediction	More individuals will agree to identifying a spokesperson or persons than agreeing to complete an A.D. because that step is more in line with their cultural perspective and preference
Population	African-American individuals that are new enrollees to the MSHO CC program or who are due for their 6 month reassessment



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Plan-Do-Study-Act (PDSA) Cycles:

PDSA # 1				
TEST CYCLE 1	Start Date:	06/16/11	End Date:	06/30/11
Plan	Test having the focus of the A.D. conversation on identifying a spokesperson or persons for the individual.			
Do	Conversation focus will be piloted by 5 MSHO Care Coordinators over the next 2 weeks.			
Study	Care Coordinators will keep track of how many individuals agree to identify a spokesperson or persons for themselves. Results will be reviewed and discussed at the next team meeting (hopefully with the Community Advisors in attendance).			
Act				



How have you integrated your community advisor(s) into your improvement work?

- Community Advisor
 - Charter development
- African-American staff team members
 - Focus of initial conversation
- During next meeting, discuss approach to conversations about the Advance Directive topic



Successes & Challenges

- Group norms are great
 - Healthy give and take
 - Great discussion with lots of learning
 - Everyone actively participating
- Completed fishbone diagram first, then a current state flowchart
- Selected first area of focus for PDSA #1
- Diverse staff team members very helpful
- Eager for advice from community advisor(s)

