

My Health & My Choice

EBAN Experience
Session III
Sept 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*



Measurement

- Number of completed Advance Directives for African-American members who are engaged in the MSHO CC program
- Number of MSHO members (engaged in the MSHO CC program) who identify a spokesperson (or persons) that could serve as a proxy decision maker for them, if necessary



Results

- Intentionally focusing the conversation about Advance Directives on simply *identifying a spokesperson (or persons)* produced positive results for English speaking African-American members
- Results were not the same for non-English speaking African-American members
 - This process has the addition of an interpreter in the conversation



Next Steps

- New approach for English speaking members was spread to 5 more MSHO CCs with + results
 - Will advance spread to full MSHO CC team
 - Monitor results
- Study process for non-English speaking African-American members
 - Focus on the interpreter's conversation and other factors of influence during the visit
 - Determine a test of change

